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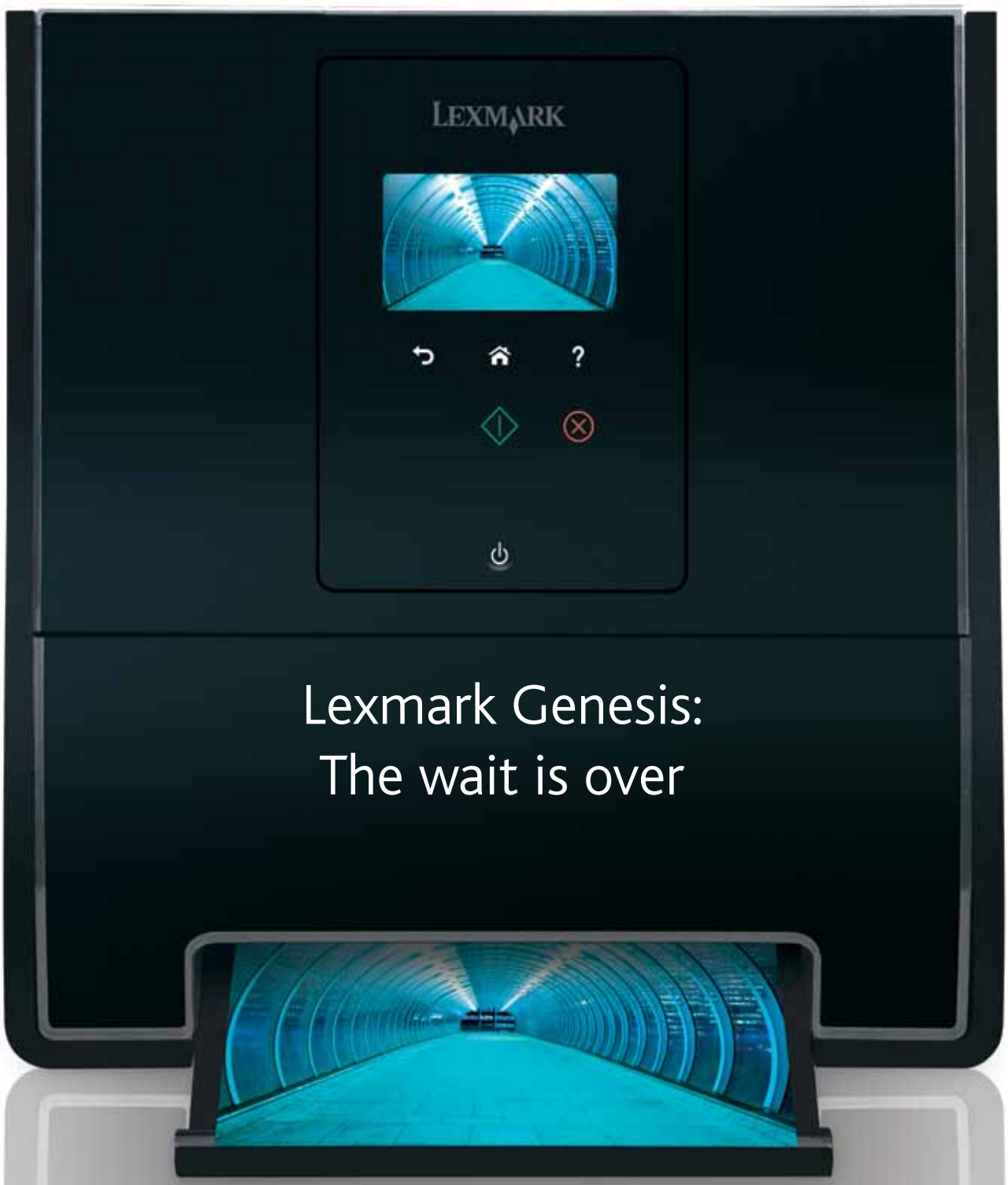

Lexmark Genesis: The wait is over

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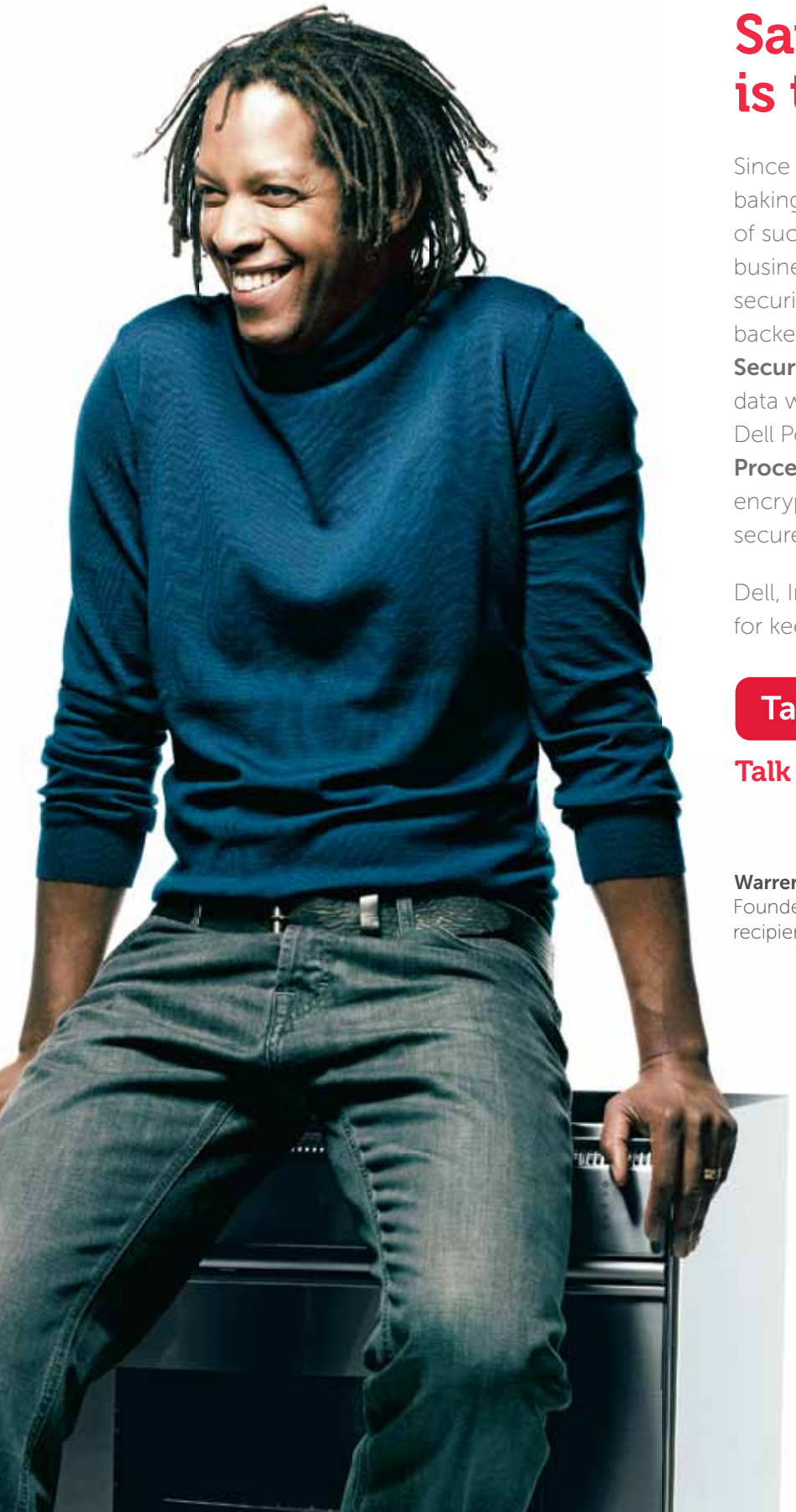

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A swipe at apps

This month sees the launch of Sharp's new range of colour A3 MFPs (see page 33). Colour touch-screens have been a feature of office copiers for several years, but Sharp's are notable for being the first with 'finger-swipe' technology that lets you manipulate thumbnails by sliding, swiping, twisting and stabbing your finger on the display. A second Apple iPhone-like feature enabled by the latest version of Sharp's OSA (Open Systems Architecture) is the ability to display icons of applications provided by Sharp and third parties. Let's hope Sharp is able to resist calling them apps. This most over-used of terms is fine for consumer-oriented games etc. but hardly appropriate for the powerful printer-related solutions designed for use with Sharp MFPs. Come back 'solutions', all is forgiven.

A report in *The Times* that Barclays is to stop providing asset finance to businesses with an annual turnover of less than £5 million is a blow to many small and medium-sized businesses. It is particularly unwelcome at a time when asset financing is being promoted as a way for smaller firms to acquire modern energy-efficient equipment like Sharp's new MFPs, which consume 60% less energy than the models are set to replace. Siemens Financial Services makes the point that the energy efficiency of the latest generation of equipment is such that electricity savings effectively subsidise the cost of acquisition. And that's before you take into account savings from printer rationalisation, user controls and apps, sorry, solutions.

James Goulding, Editor
jamesg@binfo.co.uk

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* Lexmark data based on Lexmark Global Services' customer experiences.

Business relationships at risk as contacts go online

Online communications are replacing traditional contact methods such as face-to-face meetings and telephone calls, according to a pan-European ICM survey sponsored by Canon.

Eight out of 10 respondents (78%) said they were using more online platforms, such as IM, email and social networks, while 15% claimed they were holding fewer face-to-face meetings and almost one quarter (22%) reported making fewer desk-based phone calls (though mobile phone use has increased by 52%).

Traditional means of building customer relationships are also in decline, with 32% attending fewer informal meetings (e.g.lunch) and 34% spending less time out of the office at conferences.

Email has become a key driver for conversations, but even so more than one third (35%) said that message volumes had not increased in the last five years: in some cases they had declined.

Instead, there has been much greater use of alternative communication methods. According to *Technology's Role in Evolving Business Relationships*, exactly half (50%) of office workers now use social networks as a communications channel: 25% use instant messenger more than they did five years ago.

Workplace collaboration tools, such as Microsoft Sharepoint and Huddle, are being used more – almost six out of 10 (57%) businesses have used such tools in the last five years, with 24% using them more often than in 2005.

Videoconferencing and webinar use has grown more slowly, rising by 21% and 13% respectively. Still almost half of respondents (47%) have never participated in a videoconference and 58% have never used a webinar to communicate with customers.

Although new communications technologies have many benefits, workplace analyst Dr Graeme Codrington warns that the decline in traditional methods of contact might be putting a strain on business relationships.

"The promise of any form of communication technology, whether it was paper, the printing press or a PC, has always been to help humans connect more effectively. On this measure, the explosion of information technology in the last two decades has been somewhat disappointing.

"More data than ever is being transferred, but it feels as if our human connections have become less meaningful, less satisfying, less significant. We cannot blame the technology. The fault lies in our inability to adapt quickly to new methods, new opportunities and new styles of communicating," he said.
www.canon.co.uk

Face-to-face business meetings in cafes and restaurants are in decline as office workers replace traditional forms of contact with electronic communications.....But you can still enjoy a great cup of coffee in the office with Mars Drinks' new Flavia Creation 400 office coffee machine. The new version boasts an improved user interface, easy-to-use concave buttons and new drinks options including this delicious looking layered cappuccino.
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Over 55s best at coping with email overload

Despite the findings of ICM's study (see left), nearly one in three UK respondenst to a survey by cloud computing provider Star claims to be losing control of email, as the typical office worker now sends and receives 110 messages a day (source Radicati Group).

The 2010 Star Email Survey found that 17% of office workers feel their day revolves around managing email, while 14% said they were drowning under a wave of electronic messages.

One in five said they spent more than an hour a day – or 32 days a year – managing email.

Interestingly, over 55s feel less swamped by email than their younger counterparts; more than half of this age group (54%) feel that they are completely in control of their email, compared to just 41% of those aged 16-34.
www.star.co.uk/managingemail

Email and social networks merge

Changing demographics and workstyles will drive rapid take-up of social networking services by business users, according to Gartner. The research organisation predicts that by 2014, social networking will have replaced email as the primary means of interpersonal communications for 20% of office workers.

Speaking at the Gartner Symposium/ITxpo 2010, held in Cannes, France in November, Gartner research vice president Monica Basso said that rigid distinctions between social networks and email would erode as employees predisposed to communicate via social networks entered the workplace.

"E-mail will take on many social attributes, such as contact brokering, while social networks will develop richer e-mail capabilities," she said.

Gartner expects vendors such as Microsoft and IBM to add links to internal and external social networks from within e-mail clients and servers, making services such as contacts, calendars and tasks shareable across e-mail and social networks. It predicts that by 2012, contact lists, calendars and messaging clients in smartphones will be 'social-enabled'.
www.gartner.com/eu/symposium

Addiction to laser printing amounts to 'eco vandalism'

Greater awareness of the true cost of office printing has encouraged a growing number of organisations to cut the number of installed devices, standardise on laser MFPs and monitor and control employees' printing habits.

As part of printer rationalisation initiatives, businesses sometimes choose to replace dot matrix printers with laser devices that can be used to print office documents when they are not outputting stock reports, invoices, receipts and waybills.

Now Dascom, a manufacturer of dot matrix printers and distributor of laser devices, is warning that using a laser device for the bulk printing of such items could add £10,000 to the cost of running a device over a five year period, based on a typical workload of 10,000 prints per month.

Its study of the running costs of a 33ppm business mono laser printer and a comparable modern dot matrix machine, the DASCOM T2265+, revealed the dot matrix printer to be 90% cheaper per copy than the laser device if printing 600,000 pages over a 5-year period – even without taking into account the dot matrix printer's greater longevity.

DASCOM GB managing director Robin Edwardes said: "Bulk back office printing needs to be cheap, high speed and, most of all, reliable. Our study shows that laser printing is not the appropriate technology. Appropriate technologies, such as dot matrix printing, have recently been developed by specialist manufacturers to the point where their speed, graphical and network capabilities are stunning. For mission critical, high volume printing, their cost, capabilities and mechanical characteristics are unrivalled."

He added: "UK business has an expensive addiction to laser printing, and it's got to kick the habit. Why get a Ferrari to do a Land Rover's job? It's about choosing the right tool. In the UK, most back-office printing fulfils routine but mission critical jobs. The costs of this printing are massive and under-appreciated: they can and should be cut. It's both unnecessary and an act of eco vandalism to keep throwing money at a profligate print model that relies on hugely overpriced consumables."

www.dascom.co.uk/reducecosts

Use energy savings to unlock hardware investment

Siemens Financial Services (SFS) is promoting leasing as a convenient way of acquiring energy-efficient equipment at a time when businesses may be reluctant to make significant capital investment in new technology.

Its survey of 7,000 company executives in Germany, France, United Kingdom, USA, China, Poland and Turkey found that 65% of UK respondents were delaying investment in energy-efficient technology for financial reasons.

However SFS argues that forward thinking organisations are using asset financing to align monthly expenditure with monthly energy cost savings, achieving payback periods of just two years in some instances.

Peter Austin, general manager of Siemens Financial Services Ltd, said: "In an asset finance arrangement, large amounts of capital are not tied-up or 'frozen' through up-front purchase. Instead, regular monthly payments can be aligned with actual monthly savings from lower energy expenditure. Such arrangements can accommodate technology upgrades and avoid technology 'lock-in'."

He added: "In the office, imaging equipment is now available with hugely efficient power-up and power-down cycles. Multi-functional devices can perform different tasks on the same platform. Heating, ventilation and air conditioning is also a major source of potential energy savings. And there are a host of other energy-efficient initiatives being introduced into office technology. Factor in a financing option that allows the new technology to be paid for on a form of pay-per-use basis, and the energy cost savings are effectively subsidising the acquisition cost, at an affordable rate, and without tying up scarce capital."

www.siemens.com/finance

Businesses can make big savings in energy costs and carbon emissions by upgrading their office technology. For example, Sharp's new MX-2610N and MX-3110N MFPs consume 60% less energy than the models they are replacing. See page 33 for more details on these ground-breaking new machines.

FOCUS:

Ethical Hackers

Tony McDowell managing director of Encription IT Security Services explains the role that ethical hackers can play in tackling the cyber threat faced by UK organisations.

"An ethical hacker (also known as a penetration tester, White Hat Hacker and many other names) is a trusted individual who is not only an expert in IT, but also a security and forensics expert who has received security clearance through GCHQ. They will have been formally examined and approved by various official bodies including the University of Glamorgan – a recognised centre of excellence for IT Security and forensics – to carry out penetration testing, which involves using exactly the same tools and methodologies as the hackers and criminal gangs. The difference is that the ethical hacker attempts to access your IT system with your permission and knowledge and for your benefit.

"The ethical hacker, with no previous knowledge of your IT or your organisation whatsoever, will attempt to hack your systems from a remote location, just as a malicious hacker would. They aim to discover any weaknesses in the system that a malicious hacker could take advantage of, for example by getting goods to a checkout on an E-commerce web site, changing the price to zero and having them delivered.

"Once an ethical hacker has highlighted all of the vulnerabilities on your system, they will tell you in plain English what the issues and threats are, and inform your IT department and/or web developer exactly what they need to do to fix the problem."

Encription IT Security Services employs a team of ethical hackers and IT forensics experts to ensure the ongoing IT security of private and public sector organisations across the UK.
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Top 10

The Top 10 technologies for 2011

Gartner has compiled a list of the 10 technologies it believes will have the greatest impact on enterprise strategies in the next three years. Gartner defines strategic technologies as ones that have a high potential for disruption to IT or the business; require a major dollar investment; or offer strategic advantages to early adopters. As such, they should be considered as part of any organisation's strategic planning process.

Gartner predicts that by 2013, 25% of the content workers see each will day include pictures, video or audio. Photo shows the Cisco EX series desktop videoconferencing system.

By the end of 2010, 1.2 billion people will carry handsets capable of rich, mobile commerce like the Dell Streak 7 shown at CES 2011.

1. Cloud Computing. Cloud computing services exist along a spectrum from open public to closed private. The next three years will see the delivery of a range of cloud service approaches that fall between these two extremes. Vendors will offer packaged private cloud implementations that deliver the vendor's public cloud service technologies (software and/or hardware) and methodologies (i.e. best practices to build and run the service) in a form that can be implemented inside the consumer's enterprise. Many will also offer management services to remotely manage the cloud service implementation.

2. Mobile Applications and Media Tablets. Gartner estimates that by the end of 2010, 1.2 billion people will carry handsets capable of rich, mobile commerce providing an ideal environment for the convergence of mobility and the Web. Mobile devices are becoming computers in their own right, with an astounding amount of processing ability and bandwidth. There are already hundreds of thousands of applications for platforms like the Apple iPhone, in spite of the limited market (only one platform) and the need for unique coding. The quality of the experience of applications on these devices means that increasingly customers will choose to interact with companies through mobile handsets. This has led to a race to push out applications to improve relationships and gain advantage over competitors whose interfaces are purely browser-based.

3. Social Communications and Collaboration. Social media can be divided into: social networking e.g. MySpace, Facebook, LinkedIn, plus social networking analysis (SNA) technologies that employ algorithms for the discovery of people and expertise; social collaboration technologies, such as wikis, blogs, instant messaging, collaborative office and crowdsourcing; social publishing e.g. YouTube and flickr; and social feedback to gain opinion on specific items seen on YouTube, flickr, Digg, Del.icio.us Amazon etc.. Gartner predicts that by 2016, social technologies will be integrated with most business applications.

4. Video. Technology trends in digital photography, consumer electronics, the web, social software, unified communications, digital and Internet-based television and mobile computing are all reaching critical tipping points that bring video into the mainstream. Gartner believes that by 2013, more than 25% of the content workers see each day will be dominated by pictures, video or audio.

5. Next Generation Analytics. The greater computing capabilities of computers and mobile devices, plus improving connectivity, are causing a shift in how businesses support operational decisions. It is becoming possible to run simulations or models to predict the future outcome, rather than simply to provide backward looking data about past interactions, and to do these predictions in real-time to support each individual business action. While this may require significant changes to existing operational and business intelligence infrastructure, the potential exists to unlock significant improvements in business results.

6. Social Analytics. Social analytics describes the process of measuring, analysing and interpreting the results of interactions and associations among people, topics and ideas. These interactions may occur on social software applications used in the workplace or on the social web. Social analytics includes a number of specialised analysis techniques such as social filtering, social-network analysis, sentiment analysis and social-media analytics. Social network analysis involves collecting data from multiple sources, identifying relationships and evaluating the impact, quality or effectiveness of a relationship.

7. Context-Aware Computing. Context-aware computing centres on the concept of using information about the environment, activities, connections and preferences of an employee, customer or business to improve the quality of interactions. A contextually aware system anticipates the user's needs and automatically serves up the most appropriate and customised content, product or service. Gartner predicts that by 2013, more than half of Fortune 500 companies will have context-aware computing initiatives and by 2016, one-third of worldwide mobile consumer marketing will be context-awareness-based.

8. Storage Class Memory. Gartner sees huge use of flash memory in consumer devices, entertainment equipment and other embedded IT systems. Flash also offers a new layer of the storage hierarchy in servers and client computers that has key advantages relating to space, heat, performance and ruggedness.

9. Ubiquitous Computing. The work of Mark Weiser and other researchers at Xerox's PARC paints a picture of the coming third wave of computing where computers are invisibly embedded into the world. As computers proliferate and as everyday objects are given the ability to communicate with RFID tags and their successors, networks will approach and surpass the scale that can be managed in traditional centralised ways.

10. Fabric-Based Infrastructure and Computers. A fabric-based computer is a modular form of computing where a system can be aggregated from separate building-block modules connected over a fabric or switched backplane.

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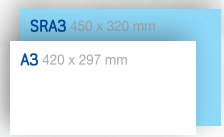

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Lexmark is taking home and office printing to a higher plane with the launch of the Genesis all-in-one featuring innovative Flash Scan technology

With you in a flash

"One of the most innovative products launched in many, many years" is how Bill Lucas, worldwide product marketing director for Imaging Solutions and Services, describes the Lexmark Genesis S815 inkjet all-in-one.

This four-in-one printer/copier/scanner/fax combines the strengths of Lexmark's new generation of web-enabled all-in-ones with a striking new design and super-fast scanning technology that brings outstanding productivity and ease of use to home and office users.

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- Space-saving upright design
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Flash Scan

A new development from Lexmark, Flash Scan uses 10 megapixel digital camera technology to convert documents into digital formats in as little as 3 seconds, compared to anything from 13 to 90 seconds per scan on a traditional linear scanner.

Instant previews on the MFP's 4.3-inch colour touch screen in less time than it takes to open the scanner lid and take out the scanned document removes the uncertainty and doubt that customers can experience when scanning with conventional scanners.

A secondary benefit of Flash Scan technology is a much greater depth of field (up to 25 feet), which improves clarity when scanning the curved margins of bound documents. Magazines, books and reports are easily inserted either from above or the side thanks to a spring-loaded floating hinge.

Genesis scans at a resolution of 300dpi. This looks low compared to the maximum resolution of 4,800dpi on other Lexmark all-in-ones, but it is more than adequate for all but the most demanding graphics applications and helps contribute to very fast scan speeds and manageable file sizes.

Moreover, as Lucas points out, "98% of customers never change the default settings of 300dpi or less anyway."

Vertical design

The second area where Flash Scan makes a real difference is in product design. The use of a fixed camera lens has allowed Lexmark to turn the scanning unit on its head, bringing both aesthetic and practical benefits, including a 30-40% smaller footprint.

Lexmark has made the most of Genesis's raised profile with a glossy black and silver colour scheme that draws attention to the bright touch screen display and turns the printer into a stylish talking point ideal for use in the home and customer-facing environments, such as doctor surgeries, estate agents and financial advisors.

As an example of Lexmark's attention to detail, there is even a cubby hole behind the lower flap on the front of the unit where you can store a duster to help you keep Genesis shiny and clean. Another nice feature is a strip at the top of the vertical scanner glass that holds items, such as receipts and snapshots, in place when scanning/copying multiple smaller documents at the same time.

The price you pay for such a sleek design is not having an automatic document feeder (ADF). Lucas said that Lexmark had chosen to omit the ADF, following research showing that 85% of customers only ever scanned or copied documents of between 1 and 3 pages, which is easy to do manually.

If you regularly scan/copy 30-page documents and don't have access to an alternative device, then you might be better off choosing another product from Lexmark's range.

Premium Features

Aside from its Flash Scan technology and vertical orientation, Genesis has the same features as Lexmark's existing Professional and Home Series web-enabled inkjet all-in-ones.

These include automatic two-sided printing; high-speed WiFi-N wireless networking; embedded web connectivity; individually replaceable Vizix ink cartridges; the option of cost-saving high yield cartridges; a semi-permanent printhead designed to last the lifetime of the machine but replaceable if faulty; and SmartSolutions printer apps.

Lexmark currently offers more than 60 SmartSolutions, all of which can be downloaded to the device via a computer and then accessed and operated from Genesis's touch screen display. These cover a wide range of applications ranging from the downloading and printing of pre-formatted forms and stationery to the scanning of documents to the Evernote online document management system.

The ability to carry out such functions at the MFP itself and not just when in front of one's PC is useful where a single device is shared by several users located in different parts of an office or home.

Another great feature of SmartSolutions that is particularly pertinent to Genesis is the ability to personalise the display with RSS feeds from the BBC, status updates from Facebook, messages from Twitter or your own selection of photos, turning Genesis into an attractive desktop digital photo frame.

The Lexmark Genesis is an exciting addition to Lexmark's printer portfolio. Combining breakthrough scanning technology and an eye-catching design, it stands out as a premium product for the contemporary home or workplace.

www.lexmark.co.uk

Lexmark Genesis: at a Glance

Print
- 33/30 pages per minute mono/colour print speed (max)
- 4800 x 1200dpi print resolution, colour (max)
- Automatic two-sided printing

Copy
- 25/21 pages per minute mono/colour copy speed (max)
- 25-400% zoom

Scanner
- Flash Scan in 3 seconds
- Instant Scan Preview

Fax
- 33.6Kbps modem speed

Features
- 4.3-inch colour touch screen display
- Wireless-N connectivity
- Single colour Vizix ink cartridges
- Optional high-capacity cartridges
- SmartSolutions
- Memory card reader
- 100-sheet paper capacity (input)

Support
- 3-year warranty
- Lifetime telephone support

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Ed Crowley assesses the prospects for managed print services (MPS) in Europe

MPS In Europe – Is It Ready Yet?

In the world of managed print services (MPS), Europe represents an interesting set of contradictions. Some of the first major enterprise MPS engagements took place in Europe. Lexmark's win of UBS, Ricoh's win of Unilever and a number of other large multi-national engagements in the late 1990s and early 2000s were constructed in Europe.

While many of those contracts were closer to a pay-for-print contract than we would consider true outsourcing today, these engagements represented the beginning of an industry and a new business model for a traditional, transaction-centric industry. They also provided an incredibly rich learning ground for early pioneers to begin developing infrastructure for today's global MPS engagements.

An early lead

Given this early lead, the European market should be the centre of MPS globally and be leading the market. And in some ways it is: there is an incredibly rich experience base and some of the leading firms in the MPS assessment market are based in Europe.

At the same time, the very nature of the European market has presented challenges that have delayed progress relative to North America. Europe is not one homogeneous market: it is a collection of many different markets, each with its own language, economic structure and distribution channels. The Photizo Group MPS Decision Maker Tracking Study (now in its third year) has shown that the decision makers, decision-making dynamics and underlying market structures are very different in the United Kingdom, Germany and France.

Unlike North America, where numerous pan-American distribution organisations with MPS capabilities exist (such as the IKON group acquired by Ricoh or the Global Imaging Solutions Group acquired by Xerox), there is no pan-European distribution channel for MPS. Perhaps more importantly, there is a very limited set of pan-European 'infrastructure' providers (financing, software, parts, service and supplies companies) to enable the MPS capabilities of resellers.

So, while the European market has some of the most experienced personnel (particularly among those hardware manufacturers that have been providing MPS directly to the customer), the channel opportunity for MPS is just beginning to emerge.

Photizo Group's recent MPS Conference in Barcelona provided a clear glimpse into the uniqueness of the European market. Over 160 attendees from hardware manufacturers, corporate decision makers, resellers, software providers and support firms attended the three-day event focusing on the emerging MPS market. This unique event provides a 'watering hole' atmosphere where competitors, their customers and channel partners all network, share insights and discuss best practices on neutral ground.

There were over 30 educational tracks addressing topics ranging from how to implement an MPS program in a large corporation to the MPS financial models for resellers. Photizo Group provided interesting insights from a large number of global MPS studies, market forecasts and other analysis.

Market forecasts

The event provided insights into a market that is forecast to grow from $28 billion globally to almost $70B by 2014. Europe is predicted to be the largest MPS market by 2014, fuelled by the growth of MPS in the channel and among small and medium-sized businesses.

Signs that MPS is gaining momentum are evident throughout Europe. In part, the impetus is being driven by the efforts leading OEMs, e.g. Xerox and HP, are taking to invest and develop their programs, both at the top end with more advanced Stage 3 offerings for enterprise-level clients and lower down with channel programs for the mid-size and SMB sectors.

Ricoh is emerging as a strong challenger to enter the top tier of MPS providers, with a strong emphasis on enterprise-level clients and business process outsourcing. Canon is also rapidly building its MPS program: it recently announced a joint venture with Accenture to drive more advanced workflow solutions and will work increasingly closely with Océ, which already has its own well-developed MPS offering, with particular strengths in high-volume environments. Lexmark continues to be a significant contender, with particular strengths in some vertical segments of the market. Just behind this top tier, other vendors

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such as Sharp, Konica Minolta, Kyocera Mita, Toshiba and Brother are entering the MPS market and rolling out programs across Europe.

Channel providers are now starting to make an impact with both OEM-led and independent MPS offerings. For the time being these are mostly on an individual country level, with firms such as M2 Digital and Danwood in the UK and OP&CS in France. In addition to the traditional hardware resellers, other channel players are starting to engage with MPS, including large organisations in the IT distributor and office products sectors, which will have the potential to provide an independent MPS offering on a pan-European basis.

Most advanced

Looking at the individual countries within Europe, the UK and Netherlands are the most advanced and fastest growing MPS markets, followed by the Nordics, Germany and France. The development of MPS has been held back by a cultural resistance to outsourcing in some countries, especially southern Europe and, to some extent, France and Germany. However, this resistance is being weakened by the imperative to reduce costs driven by the economic crisis. MPS is also now starting to take off rapidly in the emerging markets of Russia and Eastern Europe, albeit from a small base.

Reduced environmental impact is a dimension of MPS resonating particularly strongly in Europe. The environmental benefits are used by some organisations to help to convince their employees to embrace MPS. Governments are also getting involved and there have been some recent examples of directives for public sector organisations to move towards MPS, for environmental as well as cost reasons.

Excitement associated with MPS is building in Europe, and the focus on offering MPS through the channel will clearly be a growth driver. The key question is, when will the financing, supplies and parts firms be able to offer the diverse set of offerings and country-level support required to enable the channel across Europe to successfully engage in MPS in a major way?

Ed Crowley is founder of the Photizo Group, the market's main source for ongoing business intelligence about the rapidly growing opportunity of Managed Print Services. From its landmark MPS study released in April 2008 to on-going research covering North America, Europe and Asia, Photizo has emerged as a leader in dynamic business intelligence about the MPS market. The company's thought leadership, involvement with all participants in the market, global market coverage and independence have made it the relied upon advisor for major participants in the MPS market. Vendors, dealers and enterprises can find MPS information and resources at **www.mpsinsights.com**

To see selected Webcasts of the MPS Conferences, visit the Photizo Group's MPS Conference site at: www.mpsconference.com/wrapup/ondemand.html

Ricoh to accelerate transition to global MDS provider

Ricoh has announced that it is to invest $300 million in managed document services (MDS) over the next three years as it seeks to gain ground on market leaders Xerox and HP and increase its MDS revenue from $1 billion in 2010 to $3.3 billion by the end of 2013.

The outsourcing of printer management and related documents services is a major growth area for printer manufacturers, which according to some analysts is fundamentally reshaping the printer industry (see article on previous page).

Thanks in part to its acquisition of IKON, Ricoh is already a significant provider of managed print services (MPS). Its investment plans will enhance its ability to deliver managed document services (MDS), encompassing electronic and hard copy documents and business process optimisation, to the world's largest multi-national companies.

Carsten Bruhn, vice president Ricoh Global Services Europe, said: "Six per cent of company turnover is spent on documents but only 30% of data is structured. You have 70% or 80% that's unstructured. That's where you move up the value chain. That's what MDS addresses. That's where we differentiate from traditional MPS."

Ricoh is expanding its portfolio of document solutions

To help it complete the transition from an MPS to an MDS provider capable of managing document input and processing, as well as output, Ricoh plans to recruit and train MDS specialists, expand its portfolio of document solutions and invest in its global network of technology centres, which deliver expertise in software and hardware integration essential to successful MDS deployments.

David Mills, executive vice president operations, Ricoh Europe told Business Info that recruitment was fundamental to the success of MPS. "We have to establish the infrastructure. Our biggest priority is getting the right people. They are fundamentally driving this approach," he said.

This analysis is supported by Angele Boyd, general manager of Document Solutions & SMB markets at IDC, who cites Ricoh's expertise in change management as one of its two major strengths, the other being its ability to manage multi-vendor fleets.

David Mills added that Ricoh planned to target large multi-national organisations first before developing packaged offerings for small and medium-sized businesses.

"We want to offer MDS first to large global customers so getting expertise across three continents is key," he said. "The mid-size offering is sold through the channel. We have to come up with a packaged solution that we sell into them. Working with the large organisations first gives us the opportunity to develop skills delivery that we can pass down," he said.

As an example, Mills said that Ricoh would soon be developing a version of its outsourced electronic invoicing service, i-invoicing, for the mid-market sector.

He added that Ricoh's offering for the mid-market would increasingly be based on Ricoh-branded solutions, citing as examples the recently launched HotSpot Printing and Streamline NX portfolio of print management and secure print solutions. **www.ricoh.co.uk**

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Featured product:
the network ready MFC-9460CDN

Konica Minolta has designated 2011 as the 'year of production print' and, with the launch of three new models, it is set to make a big splash from the start.

Konica presses home its advantage

Konica Minolta is continuing to make inroads in the production print market by offering commercial printers and corporate reprographics departments (CRDs) digital alternatives to offset litho that meet the growing need for short print runs and variable data printing applications.

At the end of last year its challenge gained new impetus with the launch of three powerful new models, the bizhub PRESS C8000, the bizhub PRESS C7000 and the bizhub PRESS C6000.

All three models feature a new eight-beam laser engine, offering 8-bit full colour resolution of 1200 x1200dpi; a Screen-Enhancing Active Digital Process (SEAD II) that includes a variety of automated colour management tools for consistent colour quality even at high speeds; and a skew detection system.

In addition, all utilise Konica Minolta's third generation Simitri HD+ polymerised toner, offering low temperature fusing even on thick paper, and include a mechanical decurler to keep pages flat through the paper path. The latter can be enhanced with an optional humidifier (standard on the C8000), which by raising the moisture content of uncoated paper (up to 130gsm) is claimed to reduce curl and static charge.

The machines are available with a choice of controllers, including external options from EFI and Creo and an economical embedded controller from Konica Minolta, which it is targeting at CRDs that don't need sophisticated colour management tools.

The bizhub PRESS C7000/8000 can be extended to a maximum length of 8.4 metres with the addition of extra paper trays and finishing units

The bizhub PRESS C8000

The bizhub PRESS C8000 takes Konica Minolta into a new segment of the market, thanks to colour print speeds of up to 80 pages per minute (40ppm for SRA3 sheets); a maximum input capacity of 10,760 sheets; the ability to take 350gsm stock from any tray; duplexing at 300gsm; and recommended print volumes of up to 500,000 pages per month.

The C8000 features a number of interesting new features designed to boost productivity and improve image quality, including a new fuser design with a larger contact area for faster throughput (e.g.SRA3 at 40ppm, compared to 19ppm on the C7000); suction-fed sheet feeding with air separation before feeding; ultrasonic sensors that detect double feeds and stop the engine instantly to prevent damage to the fuser; and a cyclonic filter, which sucks airborne toner from the engine for the cleanest possible output.

In response to feedback from customers who found output from its previous production devices a little flat, Konica Minolta has added a second fuser unit on the 8000 that adds a subtle (sub-gloss) sheen to the printed page.

The 8000 was first shown at IPEX in July 2010 and Konica Minolta is currently fulfilling orders taken at the show. It already has 23 letters of intent and is confident that it will convert 80% of these by the end of the financial year.

Pauline Brooks, group product manager for the production print division Konica Minolta Business Solutions, said: "The 8000 is being embraced by the commercial market because of its paper and substrates. Early adopters are commercial printers who bought the first generation 6500 and have seen their volumes grow and are looking to take the next step. The 8000 will also go into commercial printers who have not gone digital yet, so there is a net new market for the products."

The compact bizhub PRO C7000 bring high speed, high quality output to the general office

The bizhub PRESS C6000/C7000

The bizhub PRESS C6000 and C7000 offer the same print quality as the C8000 (minus the sheen), but are not quite as productive. They are suitable for monthly print volumes of up to 330,000 pages, have print speeds of 60 and 71 pages per minute respectively, can handle paper up to 300gsm and have a maximum input capacity of 7,500 sheets.

The bizhub PRO C6000/C7000

To meet the needs of CRDs, high volume office environments and specialist users, such as advertising and graphic design agencies, Konica Minolta has introduced PRO versions of the C6000/C7000. These compact devices have smaller paper capacities, compact finishers and the option of an embedded Konica RIP, but in other respects are identical to the PRESS C6000/C7000 and feature the same all-metal construction.

Pauline Brooks pointed out that because the machines are completely modular – there's a choice of 40 different configurations – PRO customers could add larger finishers or expand paper capacity if their needs changed. "These are good, well-built machines of solid quality. And the price is right. They won't break the bank, but will last you a number of years," she said.

www.konicaminolta.co.uk

Refilling the humidifier on the bizhub PRESS C8000

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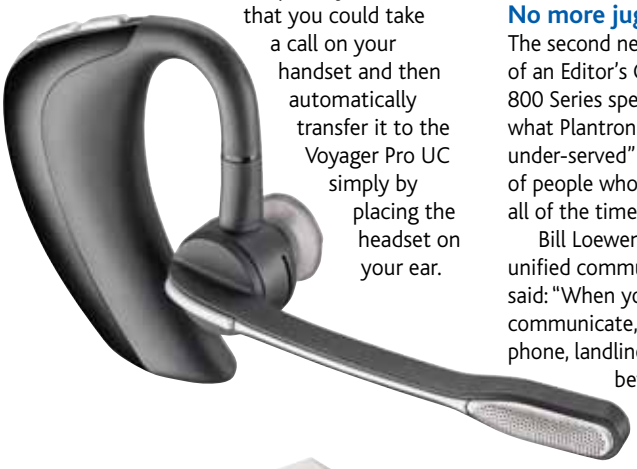
Plantronics simplifies unified communications for mobile and home workers

A simpler approach to unified communications

Headset specialist Plantronics is marking its fiftieth anniversary with the launch of two products designed to reduce the complexity of managing unified communications.

One is a new version of its Voyager Bluetooth headset that can sense when it is on the user's head and the other is a speakerphone that lets home workers make and take wireless calls via the communication device of their choice.

The new Voyager headset, the Voyager Pro UC, has sensors that detect when the headset is in your hand and when it is on your head and handles calls accordingly.



This capability means that you could take a call on your handset and then automatically transfer it to the Voyager Pro UC simply by placing the headset on your ear.

It also works with music or podcasts – now possible as the headset supports Bluetooth A2DP – and will pause an audio stream the instant the headset is removed from one's ear.

This intelligence extends to the management of Presence information in multiple, unrelated computer-based applications. At the launch, Plantronics showed how putting the headset on automatically changes Presence information in both Skype and Microsoft Lync softphones from red to green. If you take it off again or take a call, it will automatically revert to red.

No more juggling

The second new innovation and winner of an Editor's Choice award, the Calisto 800 Series speakerphone, is targeted at what Plantronics describes as a "severely under-served" group, the growing number of people who work from home some or all of the time.

Bill Loewenthal, vice president of unified communications at Plantronics, said: "When you look at how they communicate, they have a PC, mobile phone, landline etc. and have to juggle between them all. And, if they are working from home, they probably spend a great deal of time in conference calls."

The Calisto 800 Series addresses the challenges faced by home workers with a choice of hands-free speakerphones optimised for use with Microsoft Office Communicator and Lync, and a new Bluetooth lapel microphone with a useful mute button and 360 degree sensitivity (the PA50) that lets lets you walk around while conducting a hands-free call.

The top of the range model, the Calisto 830, has connections to analogue landlines, a mobile phone (via Bluetooth) and a PC (via USB) so that users can manage VoIP, PSTN and mobile calls via one hands-free unit. A clear 2.4in backlit touch-sensitive colour display makes it easy to answer and dial calls, view caller details, switch between telephony devices and toggle between speakerphone/headset and handset.

There is also the option of a two-way speakerphone for a PC and mobile phone that is available on its own (the Calisto 820) or bundled with a PA50 (the Calisto 825). The PA50 can be bought separately for the Calisto 800 and 830.

Plantronics is supporting these launches with a new Unified Communications toolkit that gives enterprises a framework to help manage the transition to UC.
www.plantronics.co.uk

Bluetooth handset for the iPhone

Apple iPhone users are the target for Moshi Moshi's new Bluetooth handset, the MMO3i (£115).

Available as a set, including handset and weighted base with integrated iPhone charge and sync functionality, the MM03i has automatic dual pairing with both a PC and mobile phone enabling users to make Skype and mobile calls with the same handset. Moshi Moshi claims that the use of speakers and handsets reduces exposure to radiation emitted by mobile phones by 97%. **www.nativeunion.com**

Jabra extends its reach

Jabra has entered the enterprise speakerphone market with the launch of the portable Jabra SPEAK 410. Compatible with all leading unified communications solutions including Microsoft Lync 2010, the speakerphone has full duplex and wideband sound and built-in echo cancellation for call clarity, with 360 degree voice pick-up for small groups. A headset port allows a headset to be attached when privacy is required.
www.jabra.co.uk

Tablet sales to more than double in 2011

Driven by sales of the iPad, Gartner expects worldwide media tablet sales to grow by 181% this year, from 19.5 million units in 2010 to 54.8 million units in 2011, before hitting sales of 208 million units in 2014.

Gartner defines media tablets as slate devices that support touch and run a lightweight operating system, such as iOS, Android, WebOS or Meego. Examples include the Apple iPad, Samsung Galaxy Tab and the Cisco Cius.

Carolina Milanesi, research vice president at Gartner, said that media tablets' impact on other devices would vary, but that mini notebooks were most at risk.

"The all-in-one nature of media tablets will result in the cannibalisation of other consumer electronics devices such as e-readers, gaming devices and media players. Mini notebooks will suffer from the strongest cannibalisation threat as media tablet average selling prices (ASPs) drop below $300 over the next two years," she said.

Gartner expects there to be only marginal cannibalisation of markets for low-end consumer notebooks and smartphones based on open OS. In the smartphone sector, the greatest impact will be between 7-inch media tablets and high-end smartphones, as it will be hard for a user to justify owning both when there is very little differentiation in usage model.

It believes that 10-inch media tablets have a more clearly defined role in the enterprise space as a notebook companion or as a secondary device to take on the road. They will be used mainly to gain fast access to e-mail, calendaring and the internet and for showing PowerPoint presentations.

Because they are not suitable for all applications, media tablets are likely to become knowledge workers' third device after a notebook and mobile phone and are therefore more likely to be bought with their own money rather than their employer's and be used for both work and pleasure.

Increasingly, media tablets will become a family purchase due to their ease of use, choice of applications, simple set-up and falling prices.

"Communication service providers (CSPs) who have so far subsidised mini-notebooks to drive mobile broadband uptake will shift their marketing spend to media tablets. Such subsidies will help drive adoption among those consumers who see the initial hardware cost as a hurdle," Ms Milanesi said.

"For the rest, the freedom of paying for cellular only if and when needed, and not having to add another contract to the one a user might already have on his or her phone, is a great advantage and has so far proved successful for Apple."

www.gartner.com

Apple iPad users who choose to take their tablet on the road (or use it as a secondary PC screen – see story on right) may want to consider Joby's range of iPad accessories, including the GorillaMobile Ori for iPad (£69.95) and the GorillaMobile Yogi (£39.95). The former is an ingenious protective case that converts into a versatile stand with adjustable screen height and viewing angles; while the latter consists of 'ball and socket' legs that can be bent or twisted to provide stability on any surface or even wrapped around pipes and other fittings. Both are available from **www.amazon.co.uk** and **www.joby.com**

Two displays are better than one

Computer users who like the ease of use and productivity benefits of a second full-size computer display can now work in the same way when away from the office.

At the CES Show in Las Vegas, DisplayLink, a developer of USB virtual graphics technology that makes it easy to connect a second display to a PC, announced two new developments that extend the benefits of multiple displays to mobile workers.

In conjunction with Mobile Monitor Technologies, it unveiled the Monitor 2Go travel display. Featuring a lightweight clamshell design and built-in stand, this fully portable screen can be connected via USB to virtually any notebook or desktop PC, providing an additional 15.4in of workspace.

DisplayLink also launched a new app that allows an iPad to be used as a secondary PC monitor. The app wirelessly connects an iPad and PC so that users can check email, instant messaging and social networking while working on other tasks.

DisplayLink claims that the extra screen space provided by an additional display can increase productivity by up to 35%, as it removes the need constantly to switch between views on the PC or laptop screen.

www.displaylink.com

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We have **SIX Penguins** to Give Away

P-P-PICK UP A PENGUIN MOUSE

Business Info has teamed up with Posturite and is giving away an ambidextrous mouse to six lucky readers.

Posturite, Britain's leading provider of ergonomic solutions for the workplace, describes the Penguin as the world's first truly ambidextrous vertical mouse.

The result of more than 18 months development work by Posturite's ergonomic design team and the University of Brighton's Product Development Centre, the Penguin helps protect against work-related upper limb disorders (WRULDs) by allowing both hands to share the daily workload.

Posturite chief executive Ian Fletcher-Price said: "Repetitive use of the dominant hand is one of the most common causes of health problems associated with mousing. We're confident that once people have picked up a Penguin, they won't want any other mouse. This is one Penguin that is really going to fly!"

The Penguin comes in both wired (£49.95) and wireless (£69.95) versions, in standard and small sizes. It has a solid base, which reduces the amount of grip required to position the device, and a 'bow-tie' switch at the front that changes the direction of the scroll wheel between right and left handed use.

Posturite dominates the UK ergonomic office furniture and accessories market with a 50% share of curative sales. In addition, it operates three specialist divisions: WorkRite, which provides health and safety training and e-learning solutions; Office Environments, specialising in interior design and planning solutions for new and refurbished offices; and MediRite which sells first aid, occupational health and medical supplies and training.
www.posturite.co.uk 0845 345 0010.

How to Enter

For your chance to win a Penguin Mouse, please fill in the form below and send it to Posturite competition, Kingswood Media, 4 New Cottages, Green Farm Lane, Shorne, Kent DA12 3HQ. Alternatively, email your answer and contact details to jamesg@binfo.co.uk, putting Posturite Competition in the subject line. The deadline for entries is March 30, 2011.

Q1. How many months did Posturite take to develop the Penguin?	**Q2.** What is the name of Posturite's health & safety training division?
A: _____	A: _____

Name: _____ Job Title: _____

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Posturite would like to offer unsuccessful competition entrants a discount of 30% on the purchase price of a Penguin.

If you would prefer not to be contacted or receive further mailings relating to this competition, please tick the box ☐

3 Fine Mice

Something in the air

The Gyration Executive Air Mouse Elite with MotionControls is now available for Macs running the Leopard and Snow Leopard operating systems. The motion-controlled mouse can be used on the desktop or in the air. The combination of wireless technology and built-in gyroscopic sensors, which enable users to position the mouse by hand movement, gives business people the freedom to move around the room as they present. Bundled Movea MotionTools software allows users to customise, activate and control desktop applications with the flick of a wrist. The Gyration Executive Air Mouse Elite is available on its own or in a bundle with a wireless keyboard.
www.gyration.com

Size no barrier

A productive alternative to touchpads, the ultra-mini Swiftpoint Mouse (£59.99) is so small that it can be operated on one's knee or on the laptop itself. Swiftpoint claims that its small size is no barrier to productivity. In an independent experiment involving a group of university students, the Swiftpoint Mouse was shown to be 30-40% more efficient than a touchpad. Another benefit of the fully featured mouse is its long battery life: a full 90-minute charge via the wireless USB dock will provide up to four weeks' of normal usage, while a 30-second rapid charge will provide one hour's operation.
www.futuremouse.com

Biodegradable mouse

Fujitsu has launched what it is describing as the world's first biodegradable mouse, the Fujitsu Mouse M440 ECO. In an attempt to reduce the mouse's environmental impact, Fujitsu has used biodegradable materials made out of renewable resources (Arboform and Biograde) instead of plastic. This is not the first time that Fujitsu has cut the amount of plastic in its products. Last year, it introduced the KBPC PX ECO keyboard, which also included a high percentage of biodegradable material.

MFP with built-in phone system

Panasonic's latest business MFP takes multifunctionality to new heights by incorporating a DECT telephone system and answering machine plus the usual print, copy, colour scan and fax functions in a single desktop device costing in the region of £200-£250. However, it is let down by a lack of two-sided (duplex) printing.

The Panasonic KX-MB2061 multi-communication centre can be used with up to six cordless DECT handsets, each with its own extension, and includes the ability automatically to forward voice messages and faxed documents to a user's email address. Conversion of voice files into the .wav format and faxes into PDFs allows users to access their message remotely on a PDA or smartphone. In the office, users have the option of previewing faxes on-screen to prevent unnecessary printing.

The small office/home office all-in-one boasts interesting print/copy functions too. Offering print speeds of 24 pages per minute, the B&W laser all-in-one comes with useful productivity features including an Easy Print utility that lets users merge files created in different applications, edit and re-order pages and add headers, footers and watermarks. The unified document can be previewed on-screen, printed and saved as a PDF.

Useful copy features include a 20-sheet automatic document feeder (ADF); Quick ID Copy for copying both sides of an ID card on the same page; and Image Repeat for producing 2, 4 or 8 copies of the same image (e.g. a ticket) on a single sheet.

www.panasonic.co.uk

Digital signage made easy

In order to reach more small and medium-sized businesses, LG is making its LG SuperSign digital signage solution available to all its business-to-business resellers. According to LG's own research, SMEs make up 31% of the European digital signage market. LG claims its solution is ideal for this market as it is affordable, doesn't require specialist knowledge to operate and all the elements – PC, software and multiple displays – have been optimised to work together. The all-in-one, scalable solution allows customer-facing organisations, such as retailers, to create and show multimedia content on multiple networked displays across a site or sites. The solution can display up to two pieces of full HD content simultaneously and supports RSS feeds with text and icons for weather and stock news.

www.lge.com

Swiss Army USB with biometrics

There are USB sticks and there are Victorinox Swiss Army USB sticks. The multifunctional personal storage devices are everything you would expect from the manufacturers of the iconic Swiss Army Knife: versatile, neat and reliable. New models include the Victorinox Slim and Victorinox Slim Duo, combining USB storage up to 128GB with standard pocket knife functions (available in flight-friendly versions); and the Victorinox Secure SSD, combining a 265GB solid state drive with secure data encryption and a Swiss Army Knife. Security-minded users may be interested in models with built-in fingerprint authentication, including the Victorinox Secure and Victorinox Presentation Master with laser pointer and Bluetooth remote control.

Make your PC run faster

TuneUp Utilities 2011 is very useful software for anyone whose PC is not running as well as it should. Poor performance and slow start-up speeds are often caused by applications running in the background even when they are not being used.

TuneUp's Program Deactivator with Programs-on-Demand technology overcomes this problem by allowing the user to disable programs when they are not required. This ensures that all services, start-up entries, background processes and scheduled tasks of disabled programs are inactive and don't consume any power. When disabled programmes are needed, they can be re-activated with a double-click of the mouse.

Tibor Schiemann, Managing Director of TuneUp, commented: "TuneUp developed Programs-on-Demand technology following an experiment, testing how much a typical PC suffers under the load of having 200 applications installed on it. The result was an IT catastrophe, the boot time took over seven minutes, and the performance of the PC was comparable to a vintage machine from over a decade ago."

Military-grade security

IP handset manufacturer Snom has joined forces with security specialist GSMK CryptoPhone and developed a desktop IP phone with military-grade voice encryption. The IP 19 allows users to make end-to-end encrypted calls over any IP network, keeping call contents safe from malicious eaves-droppers. It is compatible with all GSMK CryptoPhone IP mobile, satellite and fixed-line encryption products.

www.cryptophone.de **www.snom.com**

ON TEST:

Olivetti Olibook S1300 Notebook

Ethan White takes Olivetti's latest notebook out on the road

The first thing that strikes you about the Olibook is how stylish it is. Borrowing much from the iPod generation, it is brilliant white, thin (about 30mm at its deepest) and light (1.6kg), sitting neatly in the gap between traditional laptops and smaller, less powerful netbooks.

Once out of the box, the Olibook S1300 was easy to set up and personalise. It came with all the functionality I would expect from a business-class laptop including Windows 7 Professional, Intel Core 2 Duo processor, WiFi connectivity, 2GB RAM, a 320GB hard disk and ports for all of the latest media card types.

As ever, there is a trade-off between portability and screen size, but the 13.3in WXGA LED display is big enough for viewing web pages, emails, spreadsheets and PowerPoint presentations without having constantly to scroll up and down.

This just as well, as I found the cursor control a little tricky – a problem I have with many notebooks, but which is easy to overcome with the addition of an external mouse.

Combining an ultra low voltage processor and energy-efficient display, the Olibook S1300 boasts impressive battery life. I used it travelling in and out of London on the train and in cafes between meetings and still had spare capacity when I got home – a mobile professional could not ask for anything more.

Another aspect that has clear benefits for business people on the move, but which I did not put to the test, is the Always Aware sensor, which is claimed to protect the hard disk if the Olibook is accidentally dropped. This can also be used to activate an alarm if someone tries to walk off with the notebook when your back is turned.

For the most security conscious users, Olivetti offers the PC Guard suite, which can be used to lock down a lost or stolen Olibook and protect its contents with automatic AES 256-bit encryption.

Being based on Intel technology, the Olibook S1300 includes Intel My WiFi networking, which can be used to create personal networks without the need for additional hardware. This makes it easy to share files with other computers, deliver presentations or print files completely wirelessly.

The Olibook S1300 is perfect for someone like myself who spends a lot of time working out of the office but who still needs the versatility and power of a business laptop. It would make an ideal replacement for either my too bulky laptop or the tiny netbook that I normally use for web surfing and word processing when out and about. On reflection, it would be an ideal replacement for both.

www.olivetti.co.uk

Businessinfo tried and tested

Complete security

Snuko has embedded secure on-line back-up from Mozy into its anti-theft solution. This already provides three key services to secure lost or stolen devices, including device lockdown to prevent the use of any function other than an application to report that it has been found; tracking via wireless communication; and Identification, including filming of the thief via the device's webcam. Automated online back-up by Mozy ensures that the user will not have lost any data even if the notebook is not recovered.

www.snuko.com **www.mozy.com**

NIHE tablets bring big savings

The success of the iPad has prompted much discussion about the role of tablet PCs in business.

One organisation that is making the most of their capabilities is the Northern Ireland Housing Executive (NIHE), which has overall responsibility for the provision and management of social housing in Northern Ireland.

NIHE surveyors are using 25 Motion F5 ruggedised tablet PCs configured and supported by Box Technologies to aid the management of 90,000 properties. The tablets run proprietary surveying software developed by the Building Research Establishment (BRE) that replicates paper-based reporting methods and facilitates validation of data in the field.

The introduction of a paperless system has led to better data quality and speeded up the analysis and processing of surveyor inspections by six months with a cost saving of £200,000.

Motion F5s were chosen for their lightweight, rugged design; natural pen and speech input; and outdoor-viewable screen. An integrated digital camera captures images that can be incorporated into electronic forms to further improve reporting and documentation.

www.motioncomputing.com

Pico power

Pico projection pioneer MicroVision has appointed Z-Three as international distributor for the company's plug and play SHOWWX projector. The pocket-sized device can project WVGA (848 x 480 pixels) images up to 2500mm in size. It has a two-hour battery life, can project onto any surface and is always in focus. SHOWWX costs £349 inc. VAT.

0207 3848700 sales@z-three.com

www.microvision.com

A Clear Winner

Pico Pix projectors from Philips are proof that it is still possible to find a bargain, says Business Info publishing director Neil Trim.

Pocket-sized projectors like the eye-catching Pico Pix 1020 from Philips are an exciting addition to the mobile business person's arsenal.

Based on compact LED technology, the Philips Pico Pix 1020 weighs 150grams and measures just 88 x 88 x 25mm – that's only slightly larger than a compact digital camera and smaller than a bill-fold wallet. In other words, it is small enough to take with you wherever you go, yet powerful enough to throw a large image onto a screen, wall or other flat surface.

And because it is powered by USB you don't even need a power socket to run a presentation. Just plug the Pico Pix 1020's two connectors (one for power, one for the AV signal) into your notebook/netbook and off you go.

There is a slightly lengthy initial set-up process – it takes about 15 minutes to load the software and restart the computer – but thereafter, connectivity and operation are quick and easy.

The small size of the Pico Pix 1020 makes it ideal for ad hoc presentations to just a few people in small meeting rooms or informal settings and provides a comfortable alternative to crowding around a laptop screen to view a presentation. It is not suitable for big meetings or use in large well-lit meeting rooms.

The LED light source and display technology inside the Pico Pix provide up to 20 lumens brightness, a contrast ratio of 500:1 and a native resolution of 800 x 600 pixels (with support for WXGA, XGA and SVGA when connected to Windows XP, Vista & Windows 7).

A handy tripod provides stability and height, making it possible to project images from 5.2in to 81in in size (diagonal), from distances of 0.2 to 3 metres.

The PPX 1020 has the look and feel of a consumer electronics device. With an attractive combination of glossy black plastic and brushed steel, it does not look out of place next to an iPhone4 or iPad.

The PPX 1020 itself is designed primarily for use with a notebook but the Philips Pico Pix range also includes models with speakers, rechargeable batteries and built-in card readers for cordless and PC-free presentations, plus enhanced connectivity that enables them to be used to project content from smartphones, digital cameras, video cameras, the PSP3000 and portable DVD players.

We have given the Philips Pico Pix projector a Business Info Editor's Choice award not because it is an eye-catching gadget (though that is part of its appeal) but because it gives mobile business people a useful and affordable means of adding impact and professionalism to small-scale presentations. Keep one in your laptop bag and you will be able to make a big impression with customers, colleagues, friends and family no matter where you are.

For more information on the full range of Philips Pico projectors, please visit **www.itsbigtime.co.uk**

Nuance SDK adds speech recognition to apps

Nuance speech recognition technology, already widely used in mobile phones, cars and call centres, could become even more prevalent following the launch of a Dragon Mobile software development kit that enables ISVs to voice-enable virtually any Apple iOS or Android app.

Examples of recent apps based on Nuance speech recognition technology include Amazon's price check app that lets users request prices for products by voice and the Dragon Dictation and Search iPhone app that lets users search the internet by voice alone.

The SDK, available from a self-service website, lets developers of mobile apps make use of the dictation and voice search capabilities at the core of Dragon Dictation and Dragon Search apps and Nuance's Vocalizer text-to-speech (TTS) technology.

IDC expects the mobile apps market to grow by 60% this year having already passed the 10 billion download milestone in 2010.

http://dragonmobile.nuancemobiledeveloper.com

Save ink and energy with Avanquest

Avanquest Software Publishing has launched new software to help businesses cut energy and printer ink consumption.

Energy Saver Eco (£34.63) automatically optimises the power and temperature of a PC's processor through an 'Efficient Power' function that can cut energy consumption by up to 40%. It manages the stand-by parameters of the Windows operating system and regulates PC processor power according to the programs in use.

Print Saver Eco (£30.62) can be used to alter ink density by up to 75%. The software works in the background so no adjustments need to be made each time you print. Users can save up to 100 different ratios as Profiles and activate them with just one click.

www.avanquest.com/uk

A greener alternative

A useful alternative to tablet PCs for collecting data in the field is the destiny io2 digital pen from Destiny Wireless. This award-winning product combines the convenience of handwritten forms with the time and cost-saving advantages of electronic data capture, whilst consuming significantly less energy than PDAs and handheld computers. Although the pen works in tandem with paper, a significant source of carbon emissions, integrated Anoto Digital Pen technology uses clever electronics and pre-printed stationery to capture pen strokes as they are written. This data can then be transmitted via Bluetooth to a PC and imported into an electronic form, eliminating the need for multi-part forms and saving the costs and delays associated with sending paper forms from the field to company offices for scanning and processing. Destiny Wireless claims that equipping a mobile workforce with destiny io2 digital pen technology can cut energy consumption by 30%.

www.destinyplc.com

Olivetti introduces two new Colour A4 MFP Printers to meet growing UK business print requirements.

Olivetti have just launched the d-Color MF920 & the d-Color MF923 in response to the growing trend in desktop A4 colour that is now emerging within the workplace.

Recent figures from Gartner, the Business Print analysts, indicate that businesses, in their desire to cut expense and unnecessary purchasing, have gradually been replacing some of their A3 MFP printers with more cost effective A4 only machines.

Gartner are predicting a 108% growth in the European market place taking units sold from 770,000 up to 1.6 million. This growing trend will soon equate to a significant movement of from 50/50% A4/A3 split to 72% A4 & 28% A3 machines shipped.

In effect this shows that businesses are waking up to potential savings by integrating A4 and A3 MFPs within their printer fleets, in turn, cutting down on waste and reducing their carbon footprints.

To meet these new working trends Olivetti have introduced a new range of MFPs for SMEs and larger workgroups needing a backup complementary colour device with low initial cost and high reliability.

Key Features of the New Olivetti d-Color MF920 & d-Color MF923 include:

- High quality A4 colour Printing & Copying (Colour fax for d-Color MF923 Model)
- Full range of standard features (duplex, RADF, network fax, host USB, etc.)
- Very compact, quiet design, reliable & robust
- Extra high yield toner cartridges
- Standard duplex print (and scan with the d-Color MF923)

Print Speed & Copy Speeds	d-Color MF920: 20/20 ppm & d-Color MF923: 23/23 ppm
Resolution:	1,200 x 1,200 dpi
Memory & Zoom:	128 MB RAM (max. 640 MB) Zoom range 25-400%
Scanner Resolution:	600 x 600 dpi
Standard Trays:	**250 sheet paper tray + 1 sheet multi-purpose tray**
Options: Duo Paper Tray:	550 sheet paper tray + 100 sheet multi-purpose tray

Other key features:

- Simple Control Panel for Ease of Operation
- 50-sheet Automatic Document Feeder for easy copying, scanning and faxing in one go.
- The d-Color MF923 offers a Reverse ADF for the fully automatic scanning of 2-sided originals
- Easy to share via Fast Ethernet or local connection via USB
- Save costs and reduce energy consumption with Eco Mode on both models

Security and Administration:

- The d-Color MF920 and d-Color MF923 offer many features and functions that improve or enhance the security of the device which include.
- Digitally Signed Firmware Update Files, Operator Panel Menu Lockout, designed for use with Kensington Locks (sourced locally).

For more information
call 01908 547980
www.olivetti.co.uk
c.gordge@olivetti.com

Start thinking Big and Project Your Life with Philips Pico Pix

EDITORS CHOICE
Businessinfo

Philips PPX1020 – Notebook Pocket Projector
Ideal for on the go business presentations, the palm sized and light Philips pocket projector is easily connected to a PC via the USB port. This portable device allows you to share your presentations, photos, videos and documents at home or on the road and thanks to the fact that it is powered through USB you do not even need to carry any batteries or power adapters.

Philips PPX1230 – Multimedia pocket projector
The compact and light Philips pocket projector can easily be connected to a wide range of gadgets (digital cameras, mobile and smart phones, iPod/ iPad/ iPhone etc.) and allows you to share their content any time and anywhere.

PicoPix
It's big time

For more info on the full range of new Philips Pico pocket projectors simply visit www.itsbigtime.co.uk

Philips PPX1430 – Multimedia pocket projector with MP4 & Remote control
The compact and lightweight Philips pocket projector can easily be connected to a wide range of gadgets (digital cameras, mobile and smart phones, iPod/ iPad/ iPhone etc.) and allows you to share their content any time and anywhere. Thanks to the integrated MP4 player this pocket projector can also be used as a stand alone device which retrieves its content from the internal 2GB memory or one of various different types of memory cards.

PHILIPS
sense and simplicity

LED
VueG8™ * patented all-digital smart panel technology by Syndiant

Gigaset targets small businesses

Gigaset, famous for its home telephones, is making a play for the professional market with a new series of telephone systems for businesses with up to 30 employees.

Most people will know Gigaset from its relationship with Siemens, which lasted many years and produced a very popular series of DECT phones, which can still be found in many UK households.

At the end of last year, Siemens sold its remaining 18% stake in Gigaset, now wholly owned by Arques, leaving the German handset manufacturer free to pursue its own interests and develop a stronger offering for the business telephony market.

Although dwarfed by its previous partner, Gigaset is a substantial business in its own right, with annual sales of half a billion euros and a modern manufacturing facility in Bocholt, Germany that has produced more than 160 million handsets in the last 10 years.

Gigaset is now bringing this expertise to bear in the professional market with the launch of a new business brand, Gigaset Pro, three new IP phone systems, its first desktop phones and a series of cordless handsets.

Initially, Gigaset is targeting businesses with up to 30 employees, but Gigaset Pro systems can be linked together to accommodate more users or integrate multiple sites (including home workers) into one telephone network with free internal calls. They are also interoperable with PBXs from other manufacturers and so can be used as part of a larger network.

For growing businesses, one of the attractions of the new phone systems is that they are designed to work together enabling a business to retain its investment in existing technology as it expands. For example, a small business that has outgrown its 7-person Gigaset DX800A could continue to use it with the larger Gigaset T300 IP or T500 IP.

This is true not just of the new launches, but also existing Gigaset phones. Businesses that already have Gigaset cordless handsets (at home or in the office) will be able to use them with the new systems should they choose to do so.

www.gigaset.com/pro

EDITORS CHOICE
Businessinfo

The Gigaset range

Made in Germany, the Gigaset Pro range features all the virtues of the company's consumer handsets including attractive, award-winning product designs; superior high definition sound (HDSP); and some interesting features, notably the link2mobile function on its desktop phones (see below).

Phone systems

Gigaset has announced three Gigaset Pro IP phone systems for from one to 30+ users. The systems are designed for IP telephony but can connect to VoIP, ISDN or the PSTN network.

Up to 7 users: Gigaset DX800A. The striking DX800A is an all-in-one phone system for small businesses and home offices. It can accommodate six additional DECT handsets and be used to conduct four calls simultaneously. There is a fax port, integrated answering machine for three users and built-in Bluetooth connectivity. A link2mobile function lets you use the DX800A to make and take calls via a linked mobile phone, helping you to take maximum advantage of free GSM call allowances.

Gigaset DE700 IP Pro

Gigaset DX800A

Up to 15 users: Gigaset T300 IP Pro. The T300 can be used by up to 15 people: it conducts 15 calls simultaneously and, with an integrated voice mail server, provides all employees with personal voicemail. It can be used with all Gigaset DECT handsets and Gigaset Pro IP DECT base stations, plus Gigaset corded desktop phones.

Up to 30 users: Gigaset T500 IP Pro. Gigaset is marketing the Gigaset T500 IP Pro as a communications solution for businesses with up to 30 employees. It has the capacity to make 30 calls simultaneously but could support up to 100 users if necessary, each with their own voicemail account.

Gigaset T500 IP Pro

Desktop phones

In addition to the DX800A, Gigaset has introduced two other SIP-based corded desktop phones for use with its new phone systems, the DE700 IP Pro and DE900 IP Pro.

Both feature wideband audio quality (HDSP), stylish black and silver designs and colour screens for accessing functions and displaying caller information screen-popped from computer-based contact databases.

The top-of-the-range DE900 IP Pro also has built-in Bluetooth, with support for Gigaset's Link2mobile feature and a Bluetooth headset (in addition to corded and DECT options); plus a USB port and Gigaset Mobile Office feature, which enables users to save private phone settings on a USB stick, which they can then load onto another DE900. This gives users the freedom to work in other departments or offices and make and take calls as if they were at their usual desk.

In addition to these new phones, Gigaset Pro phone systems can be used with Gigaset's existing IP phones, DECT base stations and its full range of DECT phones, including the C (entry-level), E (shockproof/waterproof), S (business) and SL (designer) classes.

Gigaset SL400

Working in Partnership

A combination of hosted VoIP telephony and Aastra IP handsets has helped Cowes Week Ltd meet the challenge of running the world's best known sailing regatta.

Cowes Week has successfully streamlined its operations and achieved cost savings with the implementation of a VoIP (Voice over Internet Protocol) hosted telephony service provided by Wightcable Ltd, the Isle of Wight's incumbent Tier One carrier and Cowes Week's official telecommunications sponsor.

Wightcable provides more than 15,000 homes and businesses on the island with TV, broadband and telephony services, including a VoIP hosted option, which removes the need for on-premises equipment (other than handsets) and makes it possible for customers to add new extensions – and services, such as voicemail, auto-attendant and intelligent call routing – instantly wherever they are needed.

Wightcable recommended the new service to Cowes Week Ltd, a Wightcable customer since 2002, as a means of reducing call costs and achieving the flexibility and scalability needed to support a workforce that in the run-up to Cowes Week rises from three full-time staff to as many as 100 spread across three sites: the Regatta Centre (information office); the Royal Yacht Squadron (race management); and the Media Centre, which houses up to 400 journalists during the event.

Wightcable expects Cowes Week's move to VoIP telephony to reduce call costs by 50%, with additional savings from the use of a hosted infrastructure that removes the need for PBX maintenance contracts and costly upgrades.

Under a three-year sponsorship deal, Aastra is supplying Cowes Week with VoIP telephone handsets all year round, including during the regatta in early August, when a large number of additional handsets are needed. This arrangement has removed the need for any capital investment and allowed Cowes Week to maximise the cost savings that VoIP delivers through reduced line rentals and call costs.

Commenting on Cowes Week's new improved infrastructure, Michelle Warner, Cowes Week Sales and Marketing Director, said: "What we have now is an incredibly flexible and productive infrastructure, which is scaled-up significantly during the regatta and helps ensure the smooth running of this world class event. Wightcable's VoIP platform, complemented by Aastra handsets, seamlessly connects three critical locations in and around Cowes and looking ahead will enable us to deliver comms support to the world's media."

www.aastra.com
www.aastra-telecom.uk.com

The full set

Aastra provides a full portfolio of communications solutions for businesses of all sizes, including PBXs, handsets, softphones running on a PC or smartphone, applications and even finance options for resellers and end users.

In addition to its switches, Aastra provides a range of solutions that help customers get maximum value from their investment in hardware.

One that's attracting a lot of interest is Aastra's FMC (fixed mobile convergence) application that integrates smartphones with Aastra phone systems. A great way to reduce the cost of mobile phone use on a business's premises, it also gives workers one number for contacts to call, with the ability to switch from a fixed line to a mobile in mid call.

Another useful solution is the Aastra Solidus eCare contact centre, which adds call centre applications to the company's MX-ONE enterprise phone system.

In addition to hardware-based phone systems, Aastra offers a range of alternative options for businesses today, notably a new soft PBX, the Aastra 800. Already very successful in Germany and France, this fully featured phone system runs on any Windows PC and supports up to 200 users.

Another option is hosted telephony (see case study on left). As a hardware manufacturer, Aastra does not provide hosted solutions itself but it does supply SIP and open-standards-based handsets that work with hosted platforms. These are getting more and more highly featured with bigger screens, web browser capabilities, Presence, messaging and information display.

Two of its latest models, the 6725ip and 6721ip, have Microsoft Lync 2010 Phone edition software built-in, providing seamless integration with Microsoft's new unified communications server.

In addition, Aastra will soon be launching its own ViPr range of desktop, point-to-point conferencing solutions, including the Aastra ViPr 4000.

Aastra UK MD Alan Reeve told Business Info that for the next 20 years business communications would be characterised by a blend of hardware, soft switches and cloud-based services and that its handsets will work in all three environments.

"Hosting has its place: all you need is a handset on the desk. But others feel they have to control and have ownership of equipment and they like to have hardware and software on their premises. We have solutions for both camps," he said.

Competition... fill in the survey below to enter!

Win an iPod in association with Pitney Bowes

To celebrate the launch of the Connect+ Customer Communication Series, the first franking machine with 4 colour printing capability, Pitney Bowes has teamed up with Businessinfo magazine to give one lucky reader the chance to win a fabulous iPod. Simply complete the following franking survey and send back to the address shown by the 30 March. The first name drawn out of the hat will win.

The new Connect+ franking machine uses HP inkjet technology to print high quality colour text and graphics across the whole width of the envelope in the same pass as the frank mark. The Connect+ can print full colour 1200 dpi images adding real impact to business mailings. Intuitive MyGraphics Designer software can be used to design messages, ads, coupons etc. in minutes, enabling users to create tailored advertising messages on demand.

The Connect+ boasts a number of features that could be borrowed from modern print devices such as a large 10.2in colour touchscreen operator panel, web connectivity and a series of apps for ordering ink cartridges and sending/tracking parcels.

Having already won a prestigious **Print.IT** magazine Editors Choice Award, this innovative franking solution is sure to make an impact on the UK mailing market.

Win the latest iPod Nano*

For a chance to win the latest iPod Nano simply complete the following survey.

The first entry drawn out of the hat after the closing date will be the winner.

Pitney Bowes

Pitney Bowes Survey Form

Simply fill in and send to:
Business Info Pitney Bowes Survey
Kingswood Media, 4 New Cottages, Green Farm Lane, Shorne, Kent, DA12 3HQ.

The deadline for entries is 30 March 2011

Name _____

Company _____

Address _____

_____

_____ Postcode _____

Tel _____ Email _____

1: Do you currently use a franking machine in your organisation?
☐ Yes ☐ No

2: If 'Yes' how old is your current franking machine?

_____

3: Who is the manufacturer of your current franking machine?

_____

4: Would you find the addition of colour print on your mailings beneficial?
☐ Yes ☐ No

5: Does your organisation produce mass mailings/local marketing initiatives?
☐ Yes ☐ No

6: Rank the following use of colour on envelopes in order of importance to you with 1 as the most important:

Promotional offers _____
Product launches _____
Invoices _____
Late payment notices _____
Internal mail _____
Invitations _____
Display Company logos _____
Other (Please specify)

_____

7: Would you be interested in finding out more information about the new Connect+ or other franking products from the Pitney Bowes range?
☐ Yes ☐ No

* the final iPod Nano may differ from model shown. All decisions are final and no correspondence will be entered into.

The future of integrated technology

DATA
VOICE
VIDEO
REMOTE
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MOBILE DEVICES
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IT decisions 2011

28-29 June 2011
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Almost every aspect of the digital world is now converging at an unstoppable rate: data, voice and video; email, messaging and social media; desktop, remote and mobile devices. The conventional lines between work, social and home lives are blurring and there is a growing need for information to be available on-demand from almost any location.

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A touch of magic

EDITORS CHOICE
Businessinfo

People used to spend too long standing at MFP control panels because they couldn't work out how to programme copy jobs. With Sharp's new colour A3 MFPs, it is likely to be because they are having too much fun.

The MX-2610N and MX-3110N are the industry's first MFPs to feature a smartphone-like 10.1in colour touchscreen display with finger-swipe control technology. In a complete break with the past, there are just three hard buttons: one to power up the machine, one to put it into energy-saving sleep mode and one to revert to the home page.

The new MFPs may mirror trends in consumer electronics. But the new graphical user interface (GUI) is much more than a gimmick or fashion statement. In conjunction with Sharp's new OSA 4.0 platform, it delivers remarkable ease of use and some very clever productivity features.

We cover these and the MFPs' other enhancements in more detail in the March issue of PrintIT (available online at www.binfo.co.uk). But here, as a taster, are just three reasons why we think you should hot-foot it to your nearest Sharp showroom to get a closer look.

1. Customisation

You can make the user interface as simple or as complex as you like, just like on a smartphone. The home screen has room for 60 icons across five pages, with the option to divide the screen so that the bottom half always shows the same icons, giving you one touch access to the most important applications or functions from any screen.

The MFP can accommodate up to 20 home screens, accessible via separate log-ons. These could be for individuals or, more likely, for different departments. Each home screen can have a different selection of applications or pre-programmed copy/scan jobs. For example, the personnel department home screen could feature separate scan profiles for each member of the department, customised with a photo of the employee in question.

Sharp offers a choice of seven background colours, but you can also import your own image, logo or text (e.g. a technical support helpline number).

2. Intelligent action panel

The top right hand corner of the screen gives access to a very useful panel showing a selection of further actions based on selections already made. For example, if you press two-sided copy, it will display a list of the most appropriate options, such as stapling, eco mode and so on. The intelligent action panel changes in line with your choices and removes the need to dig down through menus. Press Call Eco Program and it will automatically output the document in the most eco-friendly fashion.

3. Scan previews

The large colour 10.1in touchscreen gives instant previews of scanned/copied pages (sequentially or in 3D) so that you can make adjustments at the MFP before completing a job. This is particularly useful when making duplex copies or printing booklets, as it also shows the position of staples. If you see that one of the pages has been scanned in upside down you can change its orientation with a swipe of the finger. You can also edit scanned documents, using your finger to re-order pages, insert blank sheets or even erase specific areas of the page, such as a photo or line of text.

For more information on Sharp's new MFPs, please see the March issue of PrintIT. Registered readers will receive a copy with the next issue of Business Info. Anyone else can view an electronic version at www.binfo.co.uk.

The Brother MFC-9465CDN
The Oki MC561

Printer ying & yang

New A4 colour laser MFPs from Oki and Brother are both good, but for very different reasons

A printer is like an open bottle of wine: you can exist quite happily without it but as soon as one's available the temptation is to make the most of it.

Or so it was with the Brother MFC-9465CDN that was recently delivered to my home office. For several years I have worked easily without a printer: in emergencies I use the children's inkjet, but these occasions have become as infrequent as a paper jam.

Today, with electronic distribution of documents and large, flicker-free computer screens, the need for hard copies is diminishing fast. As businesses throughout the developed world are discovering, reducing print volumes is ridiculously easy: it's all a question of availability.

Stick a printer next to someone's desk and they will print everything; stick the printer in the corridor and they will print everything but forget to collect a lot of it; stick a printer in the corridor and ask employees to enter a code before the print is output and they will send everything to a server but in the end only pull down the jobs they really need.

I placed the Brother MFC-9465CDN a USB cable's length from my desk and quickly reverted to old habits: proof-reading on paper, not on-screen; printing hard copies of invoices instead of storing them in electronic form; and printing reports to read at the end of the day. Stapler, paper clips, highlighter: all were dusted off and pressed back into service.

Did I print documents when I didn't really need to? Undoubtedly. Was my working day enhanced as a result? Immeasurably so.

Economical and productive

The Brother MFC-9465CDN is one of 10 new models based on the company's second generation laser engine, which has been designed to provide small and medium-sized businesses and enterprises with improved productivity and lower running costs.

The former is achieved with faster print speeds of between 22 and 28 pages per minute; the latter with two-sided printing (duplex) as standard on nine of the 10 models, and the option of cost-saving high yield cartridges on top of the range models.

There is a trade-off between low running costs and productivity as duplex printing reduces the print speed from 24ppm on the MFC-9465CDN to 14 pages or 7 sheets per minute. Most businesses will consider this a price worth paying if it results in less waste and big reductions in paper costs. Even 14ppm seems pretty fast, especially for those with experience of previous generations of colour laser printers.

As part of the testing process, we output a mix of business documents including emails, word processing files and PDFs on both Portucel Soporcel Navigator

Universal 80gsm paper and Mondi Nautilus 100% recycled paper.

Throughput was impressive – a full colour, 24-page PDF of PrintIT magazine was output in duplex in two minutes – and the printer's reliability was faultless. Quality-wise, the Brother MFC-9465CDN is very much a business colour device, good for letters, reports and presentations but unsuitable for high quality graphics output (it has a maximum resolution of 2400 x 600dpi).

Toner coverage is silky rather than glossy, which makes it easy to write over with a biro or highlighter. But colours are slightly flat, especially when printing at the standard resolution of 600 x 600dpi on recycled paper. Printing on bright white virgin paper stock and changing the colour mode to vivid improved things slightly, but output still lacked zing and was occasionally patchy.

Comparisons are odious and these shortcomings became more of an issue once I'd started using the Oki MC561 (see below). Prior to that, the only serious disappointment was the Direct USB feature, which lets you print from a USB stick via a port on the front of the device. This feature is of questionable value and Brother's offering lived up to my low expectations. The magazine layout that had printed perfectly when sent from my PC came out in the wrong shade of blue with black boxes behind photos obscuring large areas of text.

The MFC-9465CDN is not just a printer,: it's also a copier, duplex colour scanner and Super G3 fax. The inclusion of a duplex

...continued

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In this issue Business Info has joined forces with leading voice and data carrier Channel Telecom to give you the chance to win one of two great Portable DVD players. All you have to do to win is complete the following survey.

Whilst most of us have become accustomed to switching insurance providers and searching the web for the best flight prices the idea of switching our land line billing for business has passed many of us by which is difficult to understand as changing call provider could not be simpler. Usually a carrier simply needs to see your monthly/ quarterly phone bill to establish how to start saving you money. In many cases companies can save as much as 25% on previous phone line costs.

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CHANNEL TELECOM SURVEY FORM. Simply fill in and send to:

Business Info Channel Telecom Survey
Kingswood Media, 4 New Cottages, Green Farm Lane, Shorne, Kent, DA12 3HQ.

The deadline for entries is 30 March 2011.

NAME:

COMPANY:

ADDRESS:

POSTCODE:

TEL:

EMAIL:

Q1: Approximately how many office based staff does your organisation have? _____

Q2: What (if known) is your approximate Monthly/quarterly Comms bill?
Monthly: _____ Quarterly: _____

Q3: Do you use BT as your land line supplier?
☐ Yes ☐ No

Q4: If no who do you currently use?
_____

Q5: If 'yes' to question 3 would you consider moving your billing to save money?
☐ Yes ☐ No

Q6: Channel Telecom is currently running an incentive scheme for Business Info readers offering a £50 M&S Voucher for all readers who change their billing to Channel Telecom*. Would you consider switching to Channel Telecom?
☐ Yes ☐ No

Q7: Are you the person responsible for your organisations phone lines?
☐ Yes ☐ No

*terms & conditions apply.

** the final portable DVD prize may differ from model shown. All decisions are final and no correspondence will be entered into.

...continued

scanner that can scan/copy/fax both sides of a sheet in a single pass is what differentiates it from the next model down in the range (the MFC-9460CDN).

Duplex scanning/copying/faxing is certainly a useful time-saver, but whether it warrants paying an extra £130 (£629 RRP for the MFC-9465CDN compared to £499 for the MFC-9460CDN) is debatable. Ultimately, it may come down to how many people you expect to use the device. If it is for a busy department and you want to avoid bottlenecks, the extra investment might be justified.

The scanner itself is remarkably easy to use, with scan to image, email or OCR amongst other options. The printer comes bundled with ScanSoft PaperPort software with optical character recognition (OCR) by Nuance for converting scans into editable text. This caused my PC to slow down so dramatically I chose to remove it. Scan-to-email worked perfectly – pressing a button on the MFP instantly opened up a new Windows Mail message on my PC with the scan already attached.

One weakness of the MFC-9465CDN as a scanner, and by extension as a copier, is an inability to pick up certain fluorescent colours. Fluorescent yellow text on the cover of a Match of the Day comic appeared as a faint yellowish grey on scans and copies, as did the yellow markings from a Sharpie highlighter.

This quibble aside, the MFC-9465CDN is a useful colour copier, with all the expected features: ID copy; 2-in-1; 4-in-1 and 25-400% zoom.

From an ergonomic perspective, the MFC-9465CDN is compact and not especially large for a colour laser printer. It's noisy on start-up and when printing in duplex mode, but powers down very quickly after use. The combination of a small internal output tray and slight paper curl caused by the fusing process makes retrieving print-outs harder than it should be. But overall, this MFP is exceptionally easy to use.

The Oki MC561

The Oki MC561 addresses the same market as the Brother MFC-9465CDN and has broadly similar print speeds and features, but is based on a different technology (LED), is smaller and produces glossy rather than silky output.

We printed the same documents on the Oki MC561 as the Brother MFC-9465CDN and the results were illuminating. Although the Oki MC561 is nominally faster (26 ppm colour and 30ppm mono), it took 25% longer to output the 24-page PDF of PrintIT, but half as long to output a 4MB JPEG of the Dell Streak. So, in terms of productivity there is little to choose between the two.

The big difference lies in print quality. With a glossy finish and richer, more vibrant colours, Oki's printed output is in a different league to Brother's. Thanks to its 2-bit engine the MC561 produces smooth gradations between colours for more a natural look.

The MC561 is also a better copier, with cleaner, sharper reproduction of images. Interestingly it, too, is unable to scan or copy fluorescent colours (could the two printers use the same scanner?). Oki's Direct USB function worked better than Brother's, but still left much to be desired and was remarkably slow.

Where the Oki falls down is as a scanner. The scanning function on the MC561 is the most difficult to set up and use that I have come across for some time. It is very much designed for use as a network device and lacks the intuitive ease of use that one has come to expect from MFPs at this level. For example, scan-to-email is only possible via a network connection. Scanning to a connected PC via USB is also more convoluted, involving separate installs for print and software drivers and the use of PaperPort or Oki's own ActKey software.

Working out how to operate the scanner is made more difficult by the lack of a hard copy user manual.

CONCLUSION

If it weren't for the problems encountered setting up the scanning function I would recommend the Oki MC561 wholeheartedly. It is an excellent printer, good copier, has some useful scanning features, from two-sided duplex scanning to encrypted PDFs, plus secure print and authentication and access control options. It is also very well designed with a spacious display, big buttons and an accessible output tray.

On the downside, there is no paper manual, just a truly awful electronic one with what might be the world's worst index – I would love to know how to change the printer's power management settings to put it to sleep (as Brother's machine does so effectively) without having to press the Power Save button on the operator panel, but the index provides no clues. And then there is the scanner set-up process.

The Brother MFC-9465CDN is almost the exact opposite: wonderfully easy to use despite its slightly poky design; quiet; and energy efficient; but with flat and unexciting colour print quality. It is cheaper than the MC561 but only by about £70 (approx £490 online compared to £560, both ex VAT) and its running costs are higher.

On balance, I have to give my vote to the Oki MC561 largely because I output a lot of colour page layouts. But if you were a small company, without in-house IT expertise, that needed an affordable colour laser printer for stationery, letterhead, reports and spreadsheets and you opted for the Brother MFC-9465CDN, I would commend your choice. For different reasons both printers merit four out of five stars, whereas one with the best qualities of both would earn 5 stars with ease.

Spitfire is SIP Trunk provider for snom ONE IP PBX

Spitfire, the leading business Internet telephony service provider, has been appointed as the first certified SIP Trunk provider in the UK for the new snom ONE IP telephony system. snom ONE supports all the functionalities of snom's IP phones.

Designed as an ISDN replacement, Spitfire's SIP Trunk typically offers business quality secure telephony at up to 50 per cent less than the monthly rental cost of an equivalent ISDN service. As one of the few ISPs and fixed line operators to offer a SIP Trunk service, Spitfire offers a complete end-to-end SIP service via its own IP and TDM infrastructure. Spitfire can provide a direct connection between the customers' premises and Spitfire's core network over the UK's widest range of circuits.

For more information visit www.spitfire.co.uk, or email sales@spitfire.co.uk or call 0800 319 6363.

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Konica Minolta compact digital systems set new colour standard

Konica Minolta has launched the bizhub PRO C6000 and bizhub PRO C7000 digital colour systems with print speeds of up to 60 and 71 pages per minute respectively in mono or colour. These new compact systems are aimed at central reprographic departments, high-volume office environments and specialist users requiring high-quality colour such as graphic design and advertising agencies.

Although compact, the bizhub PRO C6000 and C7000 have a robust all-metal construction and are suitable for high monthly output volumes. Operation is simple operation; programming for example is straightforward and intuitive via the large full-colour operator panel that provides clear and easy access to all functions.

For more information call 0800 833 864; or e-mail feedback@konicaminolta.co.uk; or visit www.konicaminolta.co.uk

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Office Divas just a waste of space

Advanced Workplace Associates (AWA) is calling for a change in approach to office design after its analysis of 70 buildings, 30,000 desks, 500 hot desks and 640 meeting rooms showed that the average desk is occupied just 49% of the time.

Hot desks – usually provided to accommodate staff who drop into the office from time to time – are typically in use for just 16% of the time, and are very much a choice of last resort, according to AWA.

AWA managing director Andrew Mawson said: "The office has, for many organisations, been the primary place where productive work is done....In this conventional world, architects, chartered surveyors and property developers have considered workplace capacity in terms of square footage and occupiers have measured space efficiency in terms of area per full-time equivalent. This makes offices hugely inefficient."

He added: "Architects and interior designers need to adopt an evidence-based approach to their design and focus on what is needed rather than what people think they want. Ultimately, if estate managers want to cut budgets or reduce the carbon footprint of office buildings, better use of space is the compelling answer."

AWA estimates that power-plays over office space and 'nesting' behaviour add an extra 50% to property budgets.

A typical employee will be absent as much as one day in five as a result of annual leave, days-off sick, training and off-site meetings. Yet corporate culture still puts a high value on the size of one's office; and departmental ownership of space encourages managers to hold onto desks, either to maintain their status or in case they are needed in the future.

"Managers want to have their team around them, but a more flexible approach is to operate in 'hubs' – anchor points around which the team gathers using available desks," said Mawson.

"What is needed is a complete understanding of the way that people can work. With planning, organisations can accommodate 14 employees per 10 workspaces, through managed home working and flexible use of space. With these measures, 80% desk utilisation is achievable without affecting productivity," he added.

www.advanced-workplace.com

Have you got Britain's messiest desk?

Avery has launched a competition to find Britain's messiest desk. The office products giant is inviting anyone with a particularly messy desk to submit photographic evidence to a dedicated website. All who enter will have the chance to win a 'Wardrobe Warrior' experience with a personal stylist from TV presenter and celebrity stylist Nicky Hambleton-Jones' team at NHJ Style Consultancy (www.nhjstyle.com), plus £300 to spend on a new wardrobe.

Find out more at **www.britainsmessiestdesk.co.uk**

BusinessSolve helps Derby make efficient use of resources

Derby City Council is changing its working practices in an attempt to reduce operating costs, optimise asset utilisation and improve customer service.

Following a relocation to temporary offices while the Council House is refurbished, the Customer Services department has implemented flexible working practices including hot desking and remote and mobile working.

To ensure the efficient use of available space for meetings with the public, Derby City Council is implementing the Workspace Manager scheduling solution from BusinessSolve Software Solutions.

Workspace Manager will enable the council to allocate the most suitable room for meetings, based on the number of attendees and the anticipated length of the meeting. It can also be used to book council advisors and other personnel that might be needed, such as translators.

Citizens themselves receive a meeting confirmation by letter, text message or email and a reminder closer to the meeting advising them of the documents they need to bring.

In-built reporting will provide the council with valuable information on which resources are under- or over-used; how many appointments are made; the length of appointments; and the number of appointments attended by its advisors.

www.workspacemanager.com

diary date

See next month's *Pen To Paper* magazine for more details.

Green Office Week – May 9-13, 2011

The second Monday in May marks the start of Avery's third annual Green Office Week (GOW). Avery set up the award-winning initiative to empower office workers and businesses to implement greener ways of working and sustainable purchasing practices. Every day during the week Avery will be publishing helpful tips on a dedicated website, www.greenofficeweek.eu, alongside a mass of downloadable resources.

As in previous years, Avery is setting up a voluntary network of Green Office Week Ambassadors to promote GOW and post blogs about their activities.

Those interested in taking part should sign up as an Ambassador or Follower on **www.greenofficeweek.eu** today.

3M Scotchcal Clear View Graphic Film 8150 creates new possibilities for interior and exterior glass design

Promotional film leaves nothing on the cutting room floor

Printable film gives businesses a great way to promote themselves on interior and exterior glass surfaces including facades, balustrades, shop windows, the sides of vehicles and glass partitions in offices.

3M's new Scotchcal Clear View Graphic Film 8150 offers even more scope for advertising and promotion, as it removes the need to cut around printed designs. Because the PVC printing film is completely transparent, unprinted sections are invisible on glass and opaque substrates.

In addition, the film allows designers to use a variety of imaginative effects including fades and colour gradients; simulation of acid etched and frosted glass; one-way vision effects (ideal for transport); and double-sided graphics with a different image on each side of the glass.

3M claims the film is easy to apply, even to contoured and curved surfaces such as windscreens, and will not leave any residue when removed.

www.3M.co.uk/graphicsolutions

3M Scotchcal Clear View Graphic Film 8150 is ideal for vehicle windows

More honours for Conflux

Teknion's Conflux LED Lighting by designer Carl Gustav Magnusson has been honored with an iF product design award, following its Gold in the Best of NeoCon competition, Best of Show award at IIDEX/ NeoCon Canada and Grand Prize in the Product Innovations Awards sponsored by Buildings Magazine.

The energy-saving LED lamp boasts a number of industry firsts including use of a PIR (Passive InfraRed) sensor to detect infrared waves emitted by the user's body; a USB port/outlet that allows hand-held devices to be plugged in; and a Powermat surface in the lamp base that recharges electronic devices wirelessly.

Conflux produces 1000 LUX from 9 watts, offers a life span of up to 50,000 hours and is PVC- and lead-free.

www.teknion.com

Create your own gallery

Facilities managers looking for a quick way to spruce up offices and reception areas might be interested in photo acrylic prints from FotoInsight. Sometimes described as 'behind glass prints', Acrylic Photo Glass Prints turn digital photographs into long-lasting, easy-to-clean posters. To make them, FotoInsight produces an image on real photographic paper and bonds it with completely transparent adhesive to a sheet of acrylic glass up to 1cm thick. As light passes through the side of the acrylic, it illuminates the image, giving it additional depth and colour brilliance.

http://fotoinsight.co.uk/

Ethical rankings

The Ethical Company Organisation, publisher of The Good Office Guide, has launched an iPhone app giving facilities managers a quick and easy way to compare the ethical credentials of 700 brands. Brands are ranked in 72 product-specific league tables. Industry sectors covered include Food & Drink, Health & Beauty, Travel, Energy, Fashion, Home & Office and Money. The app costs £2.99 from itunes: 10% of net revenue is being donated to Friends of the Earth.

Pens are number one target for office pilferers

More than three out of four (76%) employees have stolen from their place of work according to a recent survey conducted by office design company Maris Interiors. Men are particularly light-fingered, with 82% admitting to pilfering, compared to 71% of women.

The stationery cupboard was hardest hit, with pens (60%), printer paper (42%) and sticky notes (34%) proving particularly popular. Stamps (31%), mugs (28%) and toilet paper (24%) were other common targets. The stapler was only taken by 6% of those surveyed.

One in twenty employees admitted to having taken more valuable items, ranging from printer toner to laptops. More unusual items declared included chairs and office plants, even filing cabinets, carpet tiles and entire desks.

Window film has net positive eco-impact

Solar control window films are often promoted as an environmentally-friendly retro-fit because of their energy-saving potential. Solar Gard, for example, claims that by stabilising interior temperatures, its films reduce the energy needed for cooling buildings by up to 30%.

Solar Gard has now substantiated these claims in an environmental product declaration (EPD) for its window film carried out in accordance with the ISO 14040 and 14025 standards for Life Cycle Analysis (LCA) reporting. This shows that the environmental impact of making Solar Gard solar control window film – including raw material extraction, manufacturing, distribution to 90 countries and disposal – is more than offset by customers' energy savings.

www.solargard.co.uk/energy

Join in the Big Society

Volunteering charity v has launched a web-based tool that makes it easier for businesses to find volunteering opportunities for employees and measure the impact such activities have on their business.

Volunteering Works has been set up in response to increasing interest in volunteering and builds on the success of the charity's volunteering hub, vinspired.com, which receives more than 100,000 visitors every month.

Aimed at the hundreds of thousands of UK businesses that have no official volunteering programme, Volunteering Works lets you see which employees are involved in volunteering, how much time they give and what skills they are developing as a result.

Key features include built-in social marketing tools that enable employees to share their experiences and inspire each other; and real-time reporting, with the ability to set targets for the volunteering programme and monitor progress towards reaching them.

Terry Ryall, chief executive of v, said: "Over the last four years, we've worked with over 200 businesses and 500 charities to create over 1 million volunteering opportunities in the UK. Volunteering Works is the next step in the evolution of volunteering, enabling businesses of all sizes to get on board and drive a workforce which is more economically and socially active."

www.vinspired.com
www.volunteeringworks.org

The mobile classroom

Node, the first classroom chair from Steelcase, gives teachers and students more freedom to collaborate and work in teams. Ideal for corporate training centres, as well as schools, node has a swivel seat for uninterrupted sightlines, a contoured seat shell for comfort, castors for mobility and and a large adjustable work surface that supports laptops, textbooks and notebooks. There is even a tray for storing a backpack.

Online travel planning for active commuters

Sustrans is urging businesses to encourage employees to take up walking and cycling, following a report from the Chartered Institute for Personnel and Development (CIPD) showing that last year almost two million people called in sick at an estimated cost to the economy of £302million.

To help businesses succeed, the transport charity has published an Active Travel Workplace Toolkit (available on request from activetravel@sustrans.org.uk) and launched a free, online travel planning tool to help promote walking or cycling to work.

Available on the Sustrans website, it features on-screen maps that enable users to plan everyday journeys and explore alternatives to car use, including all 12,600 miles of the National Cycle Network. Employees can search for local or national routes, plot journeys and save up to 45 personalised routes.

www.sustrans.org.uk

Office workers who cycle to work can maximise the benefits of their daily commute by using pedal power to recharge their mobile phone. The Nokia Bicycle Charger Kit is a free, eco-friendly alternative to conventional phone chargers.

Kyocera, a leading manufacturer of solar panels as well as office printers and MFPs, has developed a solar-powered recharging station for electrically powered bicycles. The Solar Cycle Station uses solar modules to re-charge the batteries of electric bicycles, with a connection to the conventional power grid as back-up during cloudy weather or for recharging at night.

http://global.kyocera.com/prdct/solar/

Top 10 Tips for healthy workplaces

As the season of colds and viruses sends staff absence levels rocketing, interior landscaping company Ambius offers the following tips for creating a more healthy workplace.

1. Go green! Plants in the workplace remove toxins from the air and boost employee well-being;
2. Boost the comfort factor by giving staff control over their work environment: research shows that staff with higher comfort levels are less likely to be ill;
3. Encourage healthy eating: plenty of fruit and veg keep the immune system strong;
4. Wash Your Hands with hot, soapy water every time you use the bathroom and before every meal. Pay particular attention to your fingernails as they are a safe haven for bacteria and viruses. Provide anti-bacterial hand gel with a high alcohol content (at least 62% to be effective against viruses) in all frequently visited places;
5. Send ill staff home: they are less productive and taking this step will limit infection amongst colleagues;
6. Clean shared items such as photocopiers, phones and door handles with sanitary wipes;
7. Provide a water dispenser for employers. A Point-of-Use dispenser is a cost-effective alternative to traditional dispensers that can also reduce your company's carbon footprint;
8. Encourage regular exercise through organised activities or corporate membership of a local gym or fitness centre. Exercise reduces the likelihood of staff becoming ill and reduces stress;
9. Stop smoking. Offer staff support and incentives for enrolling on 'stop smoking' initiatives;
10. Provide disposable tissues. Staff are occasionally going to cough and sneeze, encourage them to do so in a hygienic way, coughing or sneezing into a tissue then disposing of it immediately and washing one's hands.

www.ambius.co.uk

Focus on Mailing

On April 4, the price of franked mail will go up for the first time in two years. The price of a standard franked letter will rise by 3p, to 39p (first class) and 28p (second class). Increases for non-franked mail will be even greater: going up by 5p to 46p for a first class stamp and by 4p to 36p for second class post. Against this background, it has never been more important to streamline the processing of incoming and outgoing mail. Here we present a selection of new mailing products and services that can help organisations reduce mailroom costs and improve the effectiveness of mailings.

Address management healthcheck

Postcode Anywhere is offering users of Royal Mail's Postcode Address Files (PAF) a data healthcheck to help reduce the cost of address management. Postcode Anywhere Advisory Services will be delivered in conjunction with Data Advance, set-up by Jennie Longden, erstwhile managing director of Royal Mail's Address Management Unit.

An initial assessment will be provided to all clients free of charge. For organisations that spend more than £20,000 a year on address management technology, the service will be offered on a 'no saving, no fee' basis.

Commenting on the new service, Jennie Longden said: "While address auto-fill and verification has been recognised as an essential business tool for over two decades, Postcode Address File (PAF) licensing can sometimes look like a minefield. Larger companies that have grown organically over time are also likely to have address services from several suppliers. This can lead to duplicated costs and disparities in the data. These costly situations either go unnoticed or are tolerated by organisations that are put off cleaning up their systems due to the perceived hassle of complicated licensing terms or consolidating suppliers. The new Postcode Anywhere Advisory Services equips you with the tools to make an informed decision about your software procurement and ways to reduce costs."

www.postcodeanywhere.com/paf-advisory-services
www.dataadvance.co.uk.

Paperclips no problem

Businesses with lower incoming mail volumes can speed up letter opening with the Neopost IM-16. Operating at speeds of 300 letters per minute, the desktop letter opener can handle mixed mail without pre-sorting. Envelopes are slit on one side without damaging contents or leaving any sharp edges. An anti-jamming device copes with paperclips and staples.
www.neopost.co.uk/letter-openers/

imail to cut marketing costs for voluntary sector

UK Mail has announced a partnership with the National Council for Voluntary Organisations (NCVO) to give members and other voluntary organisations access to its desktop-to-doormat mailing service.

A complete print, production and mailing application for all general office, marketing and fundraising mailings, imail allows users to create an online account and send mailings from a PC to delivery in two days (a next day service is available for urgent mailings).

Letters or A5 cards can be printed in black and white or colour, enclosed and mailed for as little as 30p each, in print runs of one to 100,000 plus. Printing takes place at the imail print centre closest to the delivery address, which reduces the environmental impact of mailings.

UK Mail Group is the UK's leading alternative mail services provider. Every day, it handles in excess of 17 million items from more than 2,000 customers, amounting to 17% of all addressed mail within the UK.

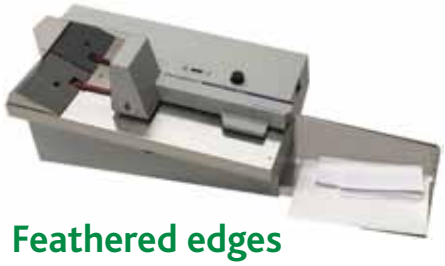
According to Royal Mail, more than 45% of all letters delivered by Royal Mail are now handled by a rival company under access arrangements.
www.businesspost.com

Mail tracking for special deliveries

Neopost has introduced new inbound mail tracking and proof of delivery software that enables office managers, mailroom supervisors or Mail Centre Directors to track the progress of recorded delivery items, registered post and parcels through to the recipient.

NeoTrak is based on a three-stage process: a receiving scanner logs the carrier and delivery date into the system; the neoTrak software finds the recipient's location and routes items to delivery; and finally, on delivery, the recipient signs his or her name.

In this way, neoTrak provides a full audit trail, allowing searches to be made via a browser-based module.
www.neopost.co.uk/neotrak



Feathered edges prevent paper cuts

Omation has expanded its range of mid to high volume mail openers with the launch of the Omation 206 and the Omation 2100.

The former can process mixed mail including large flats up to half an inch thick and 13.5 inches in length at speeds of 36,000 items per hour. The latter can handle mixed batches of envelopes up to 0.188 inches thick and 6 3/8 inches tall at speeds of 24,000 envelopes per hour.

Both Envelopeners feature the same milling cutter technology, which removes as little as 0.010-0.015 of an inch from the envelope edge in small chips. This produces a feathered edge, prevents the slicing of envelope contents and eliminates the risk of paper cuts.
0161 776 4033 www.opex.com

Add impact to mailings

The Digital Envelope Printer from Pitney Bowes lets you add full colour, 1200dpi images and messages to window and non-window envelopes, postcards, business cards and paper. The product of a strategic partnership with Xante, it enhances the 'openability' of marketing communications and is ideal for short print runs and variable data printing. Full Pantone certification enables the printer to match or simulate Pantone colours. **www.pitneybowes.co.uk**

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